

KENTUCKY TURNPIKE WATER
DISTRICT

KENTUCKY TURNPIKE WATER DISTRICT

of

BULLITT COUNTY, KENTUCKY

RULES, REGULATIONS and RATES

For Furnishing

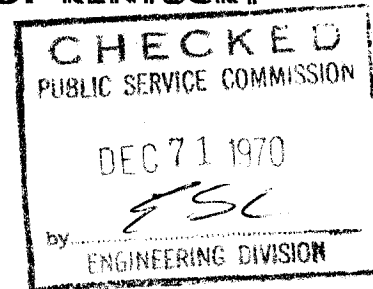
WATER SERVICE

in

KENTUCKY TURNPIKE WATER DISTRICT of Bullitt County

Filed With

PUBLIC SERVICE COMMISSION OF KENTUCKY



PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

FOR Bullitt County

JUN 15 1995

P. S. C. Ky. No. _____

PURSUANT TO 807 KAR 5:011,

SECTION 9 (1),

Sheet No. 2

BY: Jordan C. Neel

FOR THE PUBLIC SERVICE COMMISSION

P.S.C. Ky. No. _____

Sheet No. _____

Kentucky Turnpike Water District

RULES AND REGULATIONS

These Rules and Regulations govern the furnishing of water service by Kentucky Turnpike Water District hereinafter referred to as the District and apply to all service received from the District. No employee or individual Commissioner of the District is permitted to make an exception to these Rates, Rules, or Regulations. These Rules and Regulations are to be in effect so long as they are not in conflict with the Kentucky Public Service Commission's Rules and Regulations (807 KAR 5:001 - 5:076). The District is subject to all Rules and Regulations of the Kentucky Public Service Commission even though not Contained herein.

1. SCOPE

This Schedule of Rules and Regulations is a part of all contracts for receiving water service from the District, and applies to all service received from the District whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of the District's Schedule of Rates and Charges shall be kept open to inspection at the office of the District. The Rules are promulgated under direction and authority granted pursuant to Chapter 5 of Kentucky Administrative Regulations (807 KAR 5). The aforesaid rules and regulations are hereby adopted and included the same as if herein written.

2. REVISIONS

These Rules and Regulations May be revised, amended supplemented or otherwise changed from time to time by either of the two (2) following methods:

- A. By order of the Kentucky Public Service Commission upon formal application by the District, and after hearing as provided by Commission Regulation set forth in 807 KAR 5:011.

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
	Month	Day	Year		Month	Day	Year
ISSUED BY	<u>Elmer Miller</u>			Chairman --	3396 Burkland Blvd.-Shepherdsville, KY		
	Name of Officer			Title	Address		

FOR Bullitt County

P. S. C. Ky. No. _____

~~PUBLIC SERVICE COMMISSION~~
~~OF KENTUCKY~~

Cancelling P.S.C. Ky. No. EFFECTIVE _____

Kentucky Turnpike Water District

Sheet No. _____

JUN 15 1995

RULES AND REGULATIONS

PURSUANT TO 807 KAR 5:011,
SECTION 9(1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

- B. By issuing and filing on at least twenty (20) days notice to the Kentucky Public Service Commission and the Public all proposed changes in the Rules and Regulations, as provided by Commission Regulations set for in 807 KAR 5:011.

3. CONFLICTS

In case of conflict between any provisions of any rate schedule and the schedule of rules and regulations, the rate schedule shall apply. Also, should the rules contained herein conflict with rules in effect under 807 KAR 5, the provisions of 807 KAR 5 shall take precedence over those contained herein.

4. APPLICATION FOR SERVICE

Any person, firm, agency or governmental entity within the current boundary of the District may request service. Applications for service must be in writing on a form approved by the District.

Each applicant for service shall be required to execute and sign the District's standard application for water service before service is supplied by the District. Under Kentucky Public Service Commission Order, dated September 1, 1981, Case No. 8248, a 5/8" x 3/4" meter shall be the standard customer service meter and should be installed at all points of service unless the customer provides sufficient justification for the installation of a larger meter.

5. NON-STANDARD SERVICE

Each prospective customer requiring a non-standard service (i.e., other than a 5/8" x 3/4" meter) shall present to the District sufficient justification for same. Insofar as prospective customer requirement may meet those non-standard service presently in effect by District same be applied.

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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ISSUED BY	<u>Edmer Mulls</u>			Chairman - 3396 Burkland Blvd.-Shepherdsville, KY 40165			
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 4

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____
PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
_____ Sheet No. _____

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PURSUANT TO 807 KAR 5011,
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BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

6. POINT OF DELIVERY

The point of delivery is the point where the meter or vault is located on the customer's premises. All water lines, plumbing, and equipment beyond the meter shall be installed and maintained by the customer. The District reserves the right to determine the location of point of delivery with full regard to those wishes of the prospective customer.

7. CUSTOMER'S SERVICE LINE

All service lines beyond the metering point should be installed of material consisting of copper, galvanized, PVC or PE pipe with rating not less than 200 psi. The size of service line beyond the point of delivery should not be less than 3/4".

Should an applicant for service desire a higher pressure due to his location or need, he may make provision for an individual pressure booster system. The manner of connection, location cross-connection protection and type is subject to approval by the District. The District reserves the right to require discontinuance and disconnection should the private booster system have a detrimental effect on the District's system.

8. OWNERSHIP OF MAINS, SERVICES & APPURTENANCES

All mains, fire hydrants, valves, crossings and other appurtenances are and shall remain the property of the District, whether installed by the District or the customer.

All service lines from main to meter with appurtenances shall be and remain the property of the District, whether installed by the District or the customer.

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ISSUED BY	<u>Elmer Miller</u>			Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165			
	Name of Officer			Title	Address		

FOR Bullitt County

P. S. C. Ky. No. _____

PUBLIC SERVICE COMMISSION
OF KENTUCKY

Cancelling P.S.C. Ky. No. EFFECTIVE

Kentucky Turnpike Water District

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PURSUANT TO 807 KAR 5-011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

The customer shall, own and maintain his service line from meter and/or point of delivery as defined herein.

9. DISCONTINUANCE OF SERVICE BY DISTRICT

Water service may be discontinued by the District for any violation of any rule, regulation, or condition, and especially for any of the following reasons: after proper notification:

- A. Misrepresentation in the application or contract as to the property or fixtures to be supplied or additional use to be made of water, with 10 days notice.
- B. Resale of water, privately or commercially or providing service to additional dwellings or buildings.
- C. Waste or misuse of waste due to improper or imperfect service pipes and/or failure to keep such pipes in a suitable state of repair.
- D. Tampering with meter, meter seal, service, or valves; or permitting such tampering by others, pursuant to Section 14 (3)(g).
- E. Connection, cross-connection, or permitting the same, of any separate water supply to premises which receive water from the District.
- F. Non-payment of bills, pursuant to Section 14, (2).
- G. When a dangerous condition is found to exist on the customer's or applicant's premises, with reference to the continuation of water service, water service shall be cut off without notice or shall be refused, provided the District shall notify the customer or applicant immediately of the reasons for the discontinuance or refusal and the corrective action to be taken by the applicant or customer before service can be restored.

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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ISSUED BY	<u>Elmer Mills</u>			Chairman-3396	Burkland Blvd.-Shepherdsville, KY40165		
	Name of Officer			Title	Address		

FOR Bullitt County

P. S. C. Ky. No. _____

PUBLIC SERVICE COMMISSION

OF KENTUCKY

Cancelling P.S.C. Ky. No. _____

Kentucky Turnpike Water District

Sheet No. _____

JUN 15 1995

RULES AND REGULATIONS

PURSUANT TO 807 KAR 5-011,

SECTION 9 (1)

10. BILLING

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Bills and notices relating to the conduct of the business of the District will be mailed to the customer at the address listed on the "User's Agreement" unless a change of address has been filed in writing with the District; and then District shall not otherwise be responsible for delivery of any bill or notice nor will the customer be excused from the payment of any bill or any performance required in said notice.

Bills for water service are due and payable at the office of the District, or to any designated agent on the date of issue. The past due date shall be the twentieth (20th) day after the date of issue. Bills will be dated and mailed on or about the last working day of each month.

A bill not paid on or before the past due date shall be deemed delinquent. When a bill becomes delinquent the District shall serve the delinquent customer a written final notice of said delinquency, and of the intent of the District to discontinue service ten days after the date of such notice unless such bill is paid prior to the expiration of such ten days. If the delinquent bill is not paid within the time of the date of the notice and the expiration of ten (10) days, the water supplied to the customer may be discontinued without further notice; provided however, if prior to the discontinuance of service, there is delivered to the District, or its Superintendent, a written certificate signed by a physician in the opinion of the certifier that discontinuance of service will aggravate an existing illness or infirmity, service shall not be discontinued until the effected residence can make other living arrangements or until thirty (30) days from the time of the District receipt of said Certification, which ever first occurs.

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ISSUED BY	<u>Elmer Mills</u> Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165						
	<u>Name of Officer</u>			<u>Title</u>	<u>Address</u>		

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 7

Kentucky Turnpike Water District

Cancelling P.S.C. PUBLIC SERVICE COMMISSION
OF KENTUCKY
_____ Sheet EFFECTIVE

RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5:011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

11. DISCONTINUANCE OF SERVICE BY CUSTOMER

Any customer having fulfilled their contract terms and desiring to discontinue the water service to his premises for any reason must give notice of discontinuance in writing at the business office of the District at least three (3) days prior to the date on which the customer desires to discontinue service.

If such notice in writing is not given, a customer shall remain liable for all water used and service rendered to his premises by the District until said notice is received by the District. Notice may also be given in person or by phone.

12. RECONNECTION FEE

Where the water supply to the customer has been discontinued for non-payment of delinquent bills, a charge of \$20.00 will be made for reconnection of water service, but the reconnection will not be made until all delinquent bills and other charges, if any, owed by the customer to the District have been paid.

13. DEPOSIT

The District reserves the right to require that a nominal amount be placed on deposit with the District for the purpose of establishing or maintaining any customer's credit. The deposit will not exceed two-twelfths (2/12) of the customer's estimated annual bill. Upon payment of deposit, the District shall issue to the customer a certificate of deposit, showing the name of the customer, the location of the initial premises occupied by the customer, and the date and amount of the deposit. If a deposit is required all requirements of 807 KAR5:006, Section Seven (7), will be met.

DATE OF ISSUE 8-4-95 DATE EFFECTIVE 8-4-95
Month Day Year Month Day Year
ISSUED BY Elmer Mills Chairman 3306 Burkland Blvd., Shepherdsville, KY 40165
Name of Officer Title Address

FOR Area Served By The District

P.S.C. Ky. No. _____

ORIGINAL SHEET NO. _____

Cancelling P. S. C. Ky. NO. _____

Paragraph 13 SHEET NO. 7

RULES AND REGULATIONS

PARAGRAPH 13 - DEPOSIT

The District, while reserving the right to require a nominal amount to be placed on deposit with the District for the purpose of establishing or maintaining the customers credit, does hereby amend this tariff to provide that no such deposits shall be charged or collected from and after the effective filing date of this Amended Tariff. The District further provides that all current deposits in its possession shall be refunded to its customers upon notification of the filing of this document by the Public Service Commission.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 9 1996

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

BY: Justin C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE May 16, 1996

DATE EFFECTIVE

May 16, 1996

ISSUED BY

Elmer Mills

CHAIRMAN

Elmer Mills, Kentucky Turnpike Water District

FOR Bullitt County

P. S. C. Ky. No. _____
PUBLIC SERVICE COMMISSION
OF KENTUCKY 8
EFFECTIVE

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

JUN 15 1995

RULES AND REGULATIONS

PURSUANT TO 807 KAR 5.011,

SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

Interest will be paid on deposits as required by law, on an annual basis as a partial credit to the customer's bill, except that no such credit will be made if the customer's bill is delinquent on the anniversary date of the deposit.

14. ADJUSTMENT RELATIVE TO ERRONOUS METER

If upon periodic test, request test, or complaint test a meter in service is found to be more than two percent fast, additional tests shall be made to determine the average error of the meter. Said tests shall be made in accordance with commission regulations applicable to the type of meter involved.

- A. If test results show an average error greater than two percent fast or slow, or if a customer has been incorrectly billed for any other reason the utility shall immediately determine the period during which the error has existed, and shall recompute and adjust the customers bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer. The utility shall readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similiar customer loads shall be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the commission shall determine the issue. In all instances of overbilling the customer's account shall be credited to customers future bills until all such over billing has been repaid. In cases of under billing the customer shall repay the District over a period of time which will not result in an economic hardship to the customer unless such under billing was a result of an intentional act of the customer and the repayment period will not be over a period shorter than the period coextensive with the underbilling.

DATE OF ISSUE	<u>8-4-95</u>	DATE EFFECTIVE	<u>8-4-95</u>
	Month Day Year		Month Day Year
ISSUED BY	<u>Elmer Neel</u>	Chairman	<u>3306 Burkland Blvd., Shepherdsville, KY40165</u>
	Name of Officer	Title	Address

FOR Bullitt County

P. S. C. Ky. No. _____

PUBLIC SERVICE COMMISSION
OF KENTUCKY

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____
EFFECTIVE

Sheet No. _____

JUN 15 1995

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PURSUANT TO 807 KAR 5:011,

SECTION 9 (1)

BY: Jordan C. Neal

- B. If the result of such tests shows an average meter error of more than 2% slow, the customer's bill for the period during which the meter error is known to have existed, shall be recomputed and the account adjusted on the basis of the test. If the period during which the meter error existed cannot be determined, then the bill will be adjusted pursuant to 807 KAR 5:006, Section 10.
- C. If the result of such tests necessitates making a credit or back billing a customer, the customer shall be notified in writing of the percentage of error, fast or slow, the date(s) of testing, and the amount of charge or credit to be shown on the next bill of the customer.

15. METERS

All meters shall be installed, renewed, and maintained at the expense of the District, and the District reserves the right to approve the size and type of meter used. It shall be the policy of the District to test each water meter pursuant to Public Service Commission Regulation 807 KAR 5:066 Section 16. In addition, upon written request of any customer, the meter servicing such customer shall be tested by the District, pursuant to Public Service Commission Regulation 807 KAR 5:006, Section 18. Customer to pay the initial meter tap fee.

16. FAILURE OF WATER METER

Where a meter is found to be in error, the customer's bill will be adjusted in accordance with Section 14 herein per Kentucky Public Service Commission Regulation 807 KAR 5:006, Section 10. Where a meter has ceased to register, the District will estimate the monthly bill of the customer for the month that the meter is replaced. The estimated bill will be based upon the previous six month's usage.

DATE OF ISSUE 8-4-95

DATE EFFECTIVE 8-4-95

Month Day Year

Month Day Year

ISSUED BY

Elmer Mills
Name of Officer

Chairman

Title

3306 Burkland Blvd., Shepherdsville, KY 40165

Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 10

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____
PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
_____ Sheet No. _____

RULES AND REGULATIONS

JUN 15 1995

17. RIGHT OF ACCESS

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

The customer must agree to permit the District to lay, maintain, repair, or remove its water lines ^{as shown on map located for the public service commission} on the customer's property with the right of ingress and egress over customer's property. The District's duly authorized representative and/or other duly authorized employee of the State Health Department bearing proper credentials and identification shall be permitted to enter upon all properties for the purpose of inspection, observation, measurement, sampling and testing in accordance with the provisions of these Rules and Regulations.

18. INTERRUPTION OF SERVICE

The District will use reasonable diligence in supplying water service, but shall not be liable for loss, injury, or damage to persons or property resulting from interruptions in service excessive or inadequate water pressure. The District does hereby explicitly state that its system is one for rural domestic consumption and that its allowance of connections to its system for fire protection whether by design or implication is only for such benefit as a customer may be able to derive from such connection.

The District's system is not designed nor intended for use for fire protection in any manner whatsoever. Any customer using same for fire protection does so at their own full and sole responsibility.

The District shall in no event be held responsible for any claim made against it by reason of breaking of any mains or service pipes or by reason of any other interruption of the supply of water caused by the failure of machinery or stoppage for necessary repairs. No person shall be entitled to damages nor for any portion of a payment refunded for any interruption of service which in the opinion of the District may be deemed necessary.

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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ISSUED BY	Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40166						
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____

PUBLIC SERVICE COMMISSION

OF KENTUCKY

EFFECTIVE

Cancelling P.S.C. Ky. No. _____

Kentucky Turnpike Water District

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JUN 15 1995

RULES AND REGULATIONS

PURSUANT TO 807 KAR 5011,

SECTION 9(1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION
The District shall make all reasonable efforts to eliminate interruption of service and when such interruption occurs will endeavor to restore service with the shortest possible delay. When the service is interrupted all consumers affected by such interruption will be notified in advance whenever it is possible to do so.

19. BOILERS AND/OR PRESSURE VESSELS

Customers having boilers and/or pressure vessels receiving a supply of water from the District must have a check valve on the water supply line and a vacuum valve on the stream line to prevent collapse in case the water supply from the District is discontinued or interrupted for any reason, with or without notice. It is the responsibility of the customer to make provisions for protection of his equipment in case of interrupted or intermittent service.

20. BACK FLOW PREVENTORS

Special Services and fire connections shall have back flow preventors of a type approved by the District, installed at the cost of the customer or applicant for service.

21. CROSS-CONNECTION

Kentucky Department of Health, Kentucky Public Service Commission and these Rules and Regulations do hereby explicitly state that cross-connection of the District's system with any other source is hereby prohibited.

22. RELOCATION OF WATER FACILITY

District may, at the request of a customer or other person relocate, change or modify existing District owned equipment, mains or appurtenances. Upon such request, the customer shall be responsible for all costs of said relocation of mains or appurtenances and said costs shall be paid in advance prior to said relocation.

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ISSUED BY	<u>Elmer Miller</u>			Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165			
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 12

Kentucky Turnpike Water District CANCELLING P.S.C. OF KENTUCKY

_____ EFFECTIVE
_____ Sheet No. _____

RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

23. DAMAGE TO DISTRICT'S WATER SYSTEM

BY: Jordan C. Neal

No person shall maliciously, willfully or negligently break, damage, destroy, uncover, deface, or tamper with any structure appurtenance, or equipment which is a part of the District's water works. Any person violating this provision shall be subject to immediate arrest and/or discontinuation of water service and shall pay the cost of repairing or replacing the pipe or appurtenance.

Any person, firm or organization involved in work around or near the District's distribution mains or appurtenances may request the District to indicate location of same. However, indication by the District of same does not relieve such person of complete responsibility and liability for any and all damages, liability and loss resulting from any act of such person or his assigns and/or agent.

24. ADDITIONAL LOAD

The service connection supplied by the District for each customer has a definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of the District. Failure to give notice of additions or changes in load, and to obtain the District's consent for same, shall render the customer liable for any damage to any of the District's lines or equipment caused by the additional or changed installation.

25. NOTICE OF TROUBLE

The customer shall notify the District immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble or accidents affecting the supply of water.

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ISSUED BY	<u>Elmer Miller</u>				<u>Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165</u>		
	Name of Officer				Title		
					Address		

FOR BULLITT COUNTY
Community, Town or City

P.S.C. KY. NO. _____

Revised SHEET NO. 13

KENTUCKY TURNPIKE WATER DISTRICT
(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

Original SHEET NO. 13

RULES AND REGULATIONS

26. WATER MAIN EXTENSION POLICY

The District shall determine the total cost of the proposed water main extension (exclusive of the meter connections) and the total length of the extension. The District shall pay that portion of the cost of the water main extension equal to 50 feet for each applicant for service. That part of the cost not covered by the District's portion shall be contributed equally by those applicants desiring service on the main extension. Each applicant shall also be required to pay the District's approved "Tap-on-fee" for a meter connection to the main extension.

For a period of ten (10) years after the original construction of the main extension, each additional customer directly connecting to each particular extension shall be required to contribute to the cost of that water main extension based on a recomputation of both the District's portion of the total cost and each customer's contribution as set out above. The District shall refund to those customers that have previously contributed to the cost of each main extension itself that amount necessary to reduce their contribution to the currently calculated amount for each customer connected to that extension. All customers directly connecting to each main extension for a ten (10) year period after it is placed in service shall contribute equally to the cost of construction of the water main extension itself. In addition, each customer shall pay the approved "Tap-on-fee" applicable at the time of their application for the meter connection. The "Tap-on-fee" is not part of the refundable cost of the extension and may be changed during the refund period. After the ten (10) year refund period expires, any additional customer applying for service on each main extension shall be connected for the amount of the approved "Tap-on-fee" only.

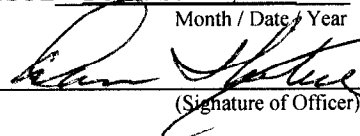
PUBLIC SERVICE COMMISSION
EFFECTIVE

DATE OF ISSUE December 21, 1999
Month / Date / Year

JAN 21 2000

DATE EFFECTIVE January 21, 2000
Month / Date / Year

ISSUED BY


(Signature of Officer)

PURSUANT TO 807 KAR 50.11,

SECTION 9 (TITLE

CHAIRMAN

BY: Stephan O. Biele
SECRETARY OF THE COMMISSION

ADDRESS 3396 Burkland Blvd., Shepherdsville, Kentucky 40165

FOR Bullitt County

P. S. C. Ky. No. _____

Sheet No. 14

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

RULES AND REGULATIONS

JUN 15 1995

27. COMPLAINTS

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

Complaints may be made to the District Superintendent. ~~Those~~ ^{By James C. White} whose decision may be appealed to the District Commissioner. ~~Such~~ ^{FOR THE PUBLIC SERVICE COMMISSION} appeal shall be in writing within ten (10) days of date of decision by Superintendent stating the nature of the complaint and supporting evidence. Decisions of the District's Commissioners or Superintendent may be brought before the Public Service Commission in accordance with 807 KAR 5:006, Section 9.

28. SALE OF WATER

Special charges may be assessed to the customer for returned checks, meter re-reads, and meter tests at the specified charges shown below:

- A. A charge of \$25.00 will be made for each check returned to the District by the bank.
- B. A charge of \$10.00 will be made to re-read meter at the customer's request unless such re-read reveals that the initial reading was erroneous. No charge shall be made if the initial reading was erroneous.
- C. A charge of \$ 25.00 will be made for a meter test when such test is made at the customer's request unless the meter is found to faulty. No charge shall be made for a faulty meter, but appropriate adjustments shall be made in accordance with Section 10 of the Rules and Regulations.

29. SPECIAL USER AGREEMENTS FOR NON-STANDARD SERVICE

Each applicant for non-standard service shall execute to the District an agreement for special service.

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ISSUED BY	<u>Elmer Mills</u>			-Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165			
	Name of Officer			Title		Address	

FOR BULLITT COUNTY

Community, Town or City

P.S.C. KY. NO. _____

Original SHEET NO. 14A

KENTUCKY TURNPIKE WATER DISTRICT

(Name of Utility)

CANCELLING P.S.C. KY. NO. _____

_____ SHEET NO. _____

RULES AND REGULATIONS

SUBDIVISION PLAN REVIEW FEE AND CONSTRUCTION
INSPECTION FEE

Developers who propose to construct a water main extension to serve a proposed real estate subdivision or industrial park shall be assessed a plan review fee equal to the District's actual cost of reviewing the plans, consulting with the developer, consulting with the engineer who designed the plans, performing a hydraulic analysis to determine if the District can supply water to the proposed development without adversely affecting its existing customers, and other costs directly associated with the plan review.

If the water main extension is constructed, the developer shall also be assessed a fee equal to the District's actual cost of inspecting the construction and installation of the water main extension.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 21 2000

PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

BY: Stephan D. Bell
SECRETARY OF THE COMMISSION

DATE OF ISSUE December 21, 1999

Month / Date / Year

DATE EFFECTIVE January 21, 2000

Month / Date / Year

ISSUED BY 

(Signature of Officer)

TITLE CHAIRMAN

ADDRESS 3396 Burkland Blvd., Shepherdsville, Kentucky 40165

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. _____

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

This sheet amends the tariff previously filed with the Kentucky Public Service Commission by deleting Paragraph 30, on Sheet #15, in reference an Impact Fee.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	<u>8-4-95</u>	DATE EFFECTIVE	<u>8-4-95</u>
	Month Day Year		Month Day Year
ISSUED BY	<u>Elmer Mills</u>	Chairman	3306 Burkland Blvd., Shepherdsville, KY 40165
	Name of Officer	Title	Address

FOR Bullitt County

P. S. C. Ky. No. _____

Sheet No. 15

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

PUBLIC SERVICE COMMISSION

Sheet No. OF KENTUCKY
EFFECTIVE

RULES AND REGULATIONS

JUN 15 1995

30. IMPACT FEE

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

~~The District reserves the right to impose an Impact Fee on Developers who apply for and receive service from the District on any extension which has been paid for by the District's customers and for which the customers are still receiving a rebate for the initial ten (10) year period which has been allowed by Public Service Commission Regulations and this Tariff and/or is within (10) years of the extension of a main line by the District customers whether or not said customers are still receiving or entitled to receive a rebate. Said Impact Fee will be used by the District for the purposes of refunding and offsetting the cost of the extension as borne by the original District customers who advanced the entire cost of the construction of the mains extension, and said Impact Fee will be based upon the diminished use of the water mains and further based upon future improvements which may be required to be made in the District system because of the additional service load by the subsequent Developer and/or subdividers, and all other applicable factors. This Impact Fee will not be applicable if all of the property developed by any Developer or subdivider fronts on the extension as made by the District's customers and where each lot so subdivided or developed pays the prorated cost of the extension as made by the District's customers and the sums so collected from each subdivided lot or parcel is used toward the refund as allowed for the ten (10) year period as set out herein and pursuant to Public Service Regulations. Each additional customer of the subsequent development or subdivision shall be further allowed to receive the rebate up to the maximum time allotted under this tariff and applicable regulations.~~

31. LEASE AGREEMENT

This tariff and the provisions contained herein are to be effective for Division I and II of the Kentucky Turnpike Water District and is expressly set out that Division I has entered

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ISSUED BY	-Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165						
	Name of Officer		Title		Address		

FOR Bullitt County

P. S. C. Ky. No. _____

Sheet No. 16

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____
PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE
Sheet No. _____

RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

into a Lease Agreement with the Louisville ~~Water Company~~ and that rules and regulations of the Louisville ~~Water Company~~ applicable to customers of Division I, and the terms of the Lease Agreement and the rules and regulations of the Lessee and Lessor will be followed unless in contradiction of expressed rules and regulations of the Public Service Commission. Division I will require all line extensions within said District to conform to the rules and regulations of the Louisville Water Company, and the customers of Division I will be billed and serviced pursuant to said Lease Agreement.

32. ADJUSTMENTS

The District reserves the right to make adjustments to any customers bill where a service line has ruptured and where the succeeding bill is more than three (3) times the average monthly bill of said customer. This adjustment shall be at the discretion of the Commissioners and all such request for said adjustment shall be in writing and shall contain sufficient documentation that the adjustment is based upon a break which is extraordinary and could not be found by the customer in a reasonable period of time and which has caused the bill to be extreme. The District will make an adjustment to a customers bill where the customer is not at fault. The customer will be charged the regular rate for their average usage as determined over the preceeding six month period, and will be charged for all additional water lost over the average usage at an amount which will reimburse the district for the actual cost of the water.

DATE OF ISSUE	<u>8-4-95</u>	DATE EFFECTIVE	<u>8-4-95</u>
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ISSUED BY	<u>Elmer Niels</u>	Chairman	3306 Burkland Blvd., Shepherdsville, KY 40165
	Name of Officer	Title	Address

FOR Bullitt County

P. S. C. Ky. No. _____

Sheet No. 17

PUBLIC SERVICE COMMISSION

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. OF KENTUCKY
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Sheet No. _____

RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

REQUIREMENT'S FOR SERVICE LINE FROM THE METER TO YOUR JURISDICTION OR
PLACE OR BUSINESS FOR THE PUBLIC SERVICE COMMISSION

1. Service lines should be at least thirty (30) inches in depth. The first six (6) inches of backfill should be minus of rock.
2. All service tubing will be at least $\frac{3}{4}$ " in size and at least 200 PSI. If a larger line needs to be run, the Water District has the right to explain the reason and purpose of such.
3. A cut off valve may be installed outside the meter vault for your use. The valve inside the vault is for Water District Personnel only.
4. A Watts no. 7 Back Flow Preventer is to be placed on your line at any connection's for yard hydrant or service lines to other fixtures. These backflow preventers are to protect your hot water heater elements from burning out in case of a leak or shut off of the District line's and to protect you from any contamination that may happen on your premises.
5. Brass fittings will be used when connecting to the meter, valves and regulator. The regulator is an option that we leave up to you the customer. We are required to furnish 30 PSI at the meter connection, not to exceed 150 PSI. A water employee can give you the approximate pressure at your location.
6. The service line shall be left open for the inspection of the Water District and the Bullitt County Plumbing Inspector.
7. Any deviation from these rules must be approved by the Water District and the appropriate Plumbing Inspector.
8. After the proper inspection's have been approved the water meter will be placed in the meter vault.

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
Month Day Year Month Day Year

ISSUED BY Elmer Mills-Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165
Name of Officer Title Address

Kentucky Turnpike Water District

Cancelling P.S.C. Ky., No. 1
Original Sheet No. 18

RULES AND REGULATIONS

SCHEDULE OF SPECIAL SERVICE CHARGES

The following charges for special services shall be made:

1. SERVICE RE-CONNECTION CHARGE. A charge of \$20.00 shall be made for all service re-connections made during regular working hours, except that there shall be no connection charges made for service on the original installation of facilities. If service is re-connected other than during regular working hours, the charge shall be \$30.00.
2. METER READING RE-CHECK CHARGE. A charge of \$10.00 shall be made for a trip to re-check a meter reading when the customer requests the meter to be re-checked for a correct reading and the meter was not misread.
3. METER TEST. Upon request and payment of \$25.00 a customer may have this meter tested provided request by the customer is not more frequent than once each twelve months. If such test shows the meter to be more than two percent fast, a refund of the \$25.00 charge shall be made and the bill adjusted accordingly. If the periodic testing requirement of 807 KAR 5:066 (17) has not been met for the meter tested, no charge will be made for the test regardless of the results of the test.
4. PSC METER TEST COMPLAINT. Any customer of the District may request a meter test by written application to the Kentucky Public Service Commission.
5. TAPPING FEE. The following fee will be charged for a new service, which includes the installation of a tap, meter, meter vault, and associated facilities:

PUBLIC SERVICE COMMISSION
OF KENTUCKY

AUG 25 1999

5/8 Inch Meter.....\$450.00

1 Inch Meter or largerActual cost of

PURSUANT TO 807 KAR 5:011,
the District SECTION 9 (1)

An additional charge shall be made for meter connections where rock is encountered, rock condition (T) being defined as limestone or other hard stratified material in a continuous volume of at least one cubic yard or more and which cannot be removed using ordinary excavation equipment. The charge shall be applied per linear trench foot and shall not exceed the actual cost of excavation.

DATE OF ISSUE August 5 1999
Month Day Year

DATE EFFECTIVE August 25 1999
Month Day Year

ISSUED BY Paul C. Currell
Name of Officer

District Manager 3396 Burkland Ave. Shepherdsville, KY 40165
Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 19

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

APPENDIX I
Rules and Regulations of the

JUN 15 1995

CHAPTER 5

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

807 KAR 5:066. WATER

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

Section 12. Extension of Service.

(1) Normal Extension:

An extension of fifty (50) feet or less shall be made by a utility to its existing distribution main without charge for a prospective customer who shall apply for contract to use service for one (1) year or more provides a guarantee for such service and who has paid the deposit, and meter expense in advance.

(2) Other Extensions:

(a) When an extension of the utility's main to serve an applicant or group of applicants amounts to more than fifty (50) feet per applicant, the utility may if not inconsistent with its filed tariff require the total cost of the excessive footage over fifty (50) feet per customer to be deposited with the utility by the applicant or the applicants, based on the average estimated cost per foot of the total extension.

(b) Each customer receiving service under such extension will be reimbursed under the following plan: Each year for a period of no more than ten (10) years, which for the purpose of this rule shall be the refund period, the utility shall refund to the customer or customers who paid for the excessive footage the cost of fifty (50) feet of the extension price for each additional customer connected during the year whose service line is directly connected to the extension

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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ISSUED BY	<u>Edmer Miller</u> - Chairman - 3396 Burkland Blvd. - Shepherdsville, KY 40165						
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____
PUBLIC SERVICE COMMISSION
OF KENTUCKY
SHEET _____
EFFECTIVE

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

SHEET 15 No. 1995

RULES AND REGULATIONS

PURSUANT TO 807 KAR 5011,

SECTION 9 (1)

installed and not to extensions or laterals therefrom. In no case shall the total amount refund exceed the amount paid to the utility. After the end of the refund period, no refund will be required to be made.

- (3) An applicant desiring an extension to a proposed real estate subdivision may be required to pay the entire cost of the extension. Each year for a period of not more than ten (10) years the utility shall refund to the applicant who paid for the extension a sum equal to the cost of fifty (50) feet of the extension installed for each additional customer connected during the year but in no case shall the total amount refunded exceed the amount paid to the utility. After the end of the refund period from the completion of the extension, no refund will be required to be made.
- (4) Nothing contained herein shall be construed to prohibit the utility from making extensions under different arrangements provided such arrangements have been approved by the Commission.
- (5) Nothing contained herein shall be construed as to prohibit a utility from making at its expense greater extensions than herein prescribed, should its judgment so dictate, provided like free extensions are made to other customers under similar conditions.
- (6) Upon complaint to and investigation by the commission, a utility may be required to construct extensions greater than fifty (50) feet upon a finding by the commission that such extension is reasonable.
- (7) For purposes of Paragraph 3 above, no refund will be given to any applicant who has extended water mains to a proposed real estate subdivision for any customer hooked up within development so served by the extension. Other individuals who obtain water off of the main extension shall entitle the applicant the refund as set out in Paragraph 3 above.
- (8) For purposes of Paragraph 2 (b) and 3, the Impact Fee as provided for in this tariff may be used offset the cost of a

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
Month Day Year Month Day Year

ISSUED BY Elmer Miller - Chairman - 3396 Burkland Blvd. - Shepherdsville, KY 40165
Name of Officer Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 21

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

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RULES AND REGULATIONS

main extension by customers and applicants provided said Impact Fee is assessed within the ten (10) year period provided for herein.

PUBLIC SERVICE COMMISSION
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JUN 15 1995

PURSUANT TO 807 KAR 5011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	<u>June</u>	<u>15</u>	<u>1995</u>	DATE EFFECTIVE	<u>June</u>	<u>15</u>	<u>1995</u>
	Month	Day	Year		Month	Day	Year
ISSUED BY	<u>Elmer Mills</u> -Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165						
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 21A

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

STATE ROAD EXTENSION

1. Kentucky Turnpike Water District shall extend water mains on a construction project known as The Stave Mill Road Extension, pursuant to approval granted in Case 98-475.

2. The District shall contribute \$20,000.00 to the project and advance money up to an additional \$62,500.00 in order to extend the water lines. It is anticipated that each customer will pay the sum of \$3,500.00 before connecting to the water mains, and thereafter there shall be a monthly payment of \$21.98 from each customer for a 10 year period for the balance of the construction cost. These payments of \$21.98 will be due with the regular monthly bill and will last for a period no greater than 15 years and will include interest at a component of 6%.

3. Any other individual or entity connecting directly to the Stave Mill Road extension within 10 years will also be required to pay the \$3500.00 fee, plus be required to pay the monthly charge of \$21.98. All customers who connect to the water line may be allowed to pay their debt to the District in advance and the amount of debt to be paid will be set at the difference between the total construction cost less the utility contribution and the utility advancement of \$62,500.00. The utility will reduce the monthly charge if the monies advanced are less than the \$62,500.00 set out herein. The District will further forego any recovery of the \$20,000.00 initial contribution that it places in the project, this \$20,000.00 contribution to be deemed the District's portion of the line extensions.

4. The project shall be a six inch main, and if an 8 inch main is installed the District will be responsible for the difference in the construction cost.

5. As additional customers connect to the Stave Mill Road line the District shall use the funds to recompute each customer's initial contribution to the cost of the main extension and shall then reduce the amount of the customer's unpaid principal amount due under this extension agreement, or if no unpaid principal exists shall rebate the sums to the customers.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 21 1999

DATE OF ISSUE

Month Day Year

DATE EFFECTIVE

PURSUANT TO 807 KAR 6011
Month SECTION 9(1) Year

ISSUED BY

Name of Officer

Title

BY: Stephan D. Bell
ADDRESS SECRETARY OF THE COMMISSION

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 21B

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

6. Any person who subsequently acquires a property connected to the main extension will not be required to assume the transferors obligations for any unpaid principal amount unless such person agrees in writing to assume the transferors obligations arising from the main extension agreement.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JAN 21 1999

DATE OF ISSUE

Month

Day

Year

DATE EFFECTIVE

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

By: Stephen D. Bay _____
Month _____ Day _____ Year _____
SECRETARY OF THE COMMISSION

ISSUED BY

Name of Officer

Title

Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 22

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

CLASSIFICATION

KENTUCKY TURNPIKE WATER DISTRICT TAP FEES

METER SIZE

COST

5/8 Inch Meter

\$450.00 *en*

1 Inch Meter and above

Actual cost of the
District

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	<u>8-4-95</u>	DATE EFFECTIVE	<u>8-4-95</u>
	Month Day Year		Month Day Year
ISSUED BY	<u>Elmer Wells</u>	Chairman	3306 Burkland Blvd., Shepherdsville, KY 40165
	Name of Officer	Title	Address

FOR Bullitt County, Kentucky – Division II

P.S.C. Ky. No. 1

First Revised Sheet No. 1

Kentucky Turnpike Water District – Division II

Canceling P.S.C. Ky. No. 1

Original Sheet No. 1

RULES AND REGULATIONS

SCHEDULE OF RATES

5/8 inch and 3/4 inch connection

First	2,000	\$15.67 Monthly Minimum	(I) (N)
Next	3,000	4.75 per 1,000 gallons	(I) (N)
Next	5,000	4.27 per 1,000 gallons	(I) (N)
Next	15,000	4.04 per 1,000 gallons	(I) (N)
Over	25,000	3.55 per 1,000 gallons	(I) (N)

1 inch connection

First	5,000	\$29.92 Monthly Minimum	(I) (N)
Next	5,000	4.27 per 1,000 gallons	(I) (N)
Next	15,000	4.04 per 1,000 gallons	(I) (N)
Over	25,000	3.55 per 1,000 gallons	(I) (N)

1-1/2 inch to 4 inch connection

First	10,000	\$51.27 Monthly Minimum	(I) (N)
Next	15,000	4.04 per 1,000 gallons	(I) (N)
Over	25,000	3.55 per 1,000 gallons	(I) (N)

Bernheim Forest \$100.00 per month

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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JUL 01 1999

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: Stephan O. Bell
SECRETARY OF THE COMMISSION

DATE OF ISSUE July 1, 1999 DATE EFFECTIVE July 1, 1999
Month Day Year Month Day Year

ISSUED BY [Signature] District Manager 3396 Burkeland Ave. Shepherdsville, Ky. 40165
Name of Officer Title Address

ISSUED BY AUTHORITY OF: PSC Order Dated June 30, 1999, Case No. 98-398

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 23

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

DIVISION I

1995 WATER CONSUMPTION CHARGE

The charge for monthly¹ usage shall be computed in accordance with the following schedule:

	General Pressure Area ²	Elevated Service Area ³
First 3,000 gallons	\$1.24 per 1,000 gallons	\$1.43 per 1,000 gallons
Next 3,000 gallons	1.37 per 1,000 gallons	1.56 per 1,000 gallons
Next 194,000 gallons	1.57 per 1,000 gallons	1.76 per 1,000 gallons
Next 1,300,000 gallons	1.44 per 1,000 gallons	1.63 per 1,000 gallons
Next 3,500,000 gallons	1.25 per 1,000 gallons	1.44 per 1,000 gallons
Next 5,000,000 gallons	1.00 per 1,000 gallons	1.19 per 1,000 gallons
Over 10,000,000 gallons	0.94 per 1,000 gallons	1.13 per 1,000 gallons

PUBLIC SERVICE COMMISSION
OF KENTUCKY
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JUN 15 1995

PURSUANT TO 807 KAR 5.011,
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BY: Jordan C. Noel
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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ISSUED BY	<u>Edmer Mills</u> - Chairman - 3396 Burkland Blvd. - Shepherdsville, KY 40165						
	Name of Officer			Title		Address	

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 24

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

EQUAL DEPOSITS

Residential Meter

(Insert above: Business/Commercial or residential or all) Customers will pay equal deposits in the amount of \$45.00. This amount does not exceed the average bill of residential customers served by the Company and is equal to 2/12 of the average annual bill. [3/12 where bills are rendered bimonthly or 4/12 where bills rendered quarterly.]

Commercial Deposit is \$150.00

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
	Month	Day	Year		Month	Day	Year
ISSUED BY	<u>Elmus Miller</u>			-Chairman-	3396 Burkland Blvd.-Shepherdsville, KY 40165		
	Name of Officer			Title	Address		

FOR Bullitt County

P. S. C. Ky. No. _____

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PUBLIC SERVICE COMMISSION

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RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

MONITORING OF CUSTOMER USAGE

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

At least once annually the Company will monitor the usage of each customer according to the following procedure:

1. The customer's annual usage for the most recent 12-month period will be compared with the annual usage for the 12 months immediately preceding that period.
2. If the annual usage for the two periods are substantially the same or if any difference is known to be attributed to unique circumstances, such as unusual weather conditions, common to all customers, no further review will be done.
3. If the annual usages differ by 3.0 percent or more and cannot be attributed to a readily identified common cause, the Company will compare the customer's monthly usage records for the 12-month period with the monthly usage for the same months of the preceding year.
4. If the cause for the usage deviation cannot be determined from analysis of the customer's meter reading and billing records, the Company will contact the customer by telephone or in writing to determine whether there have been changes such as different number of household members or work staff, additional or different appliances, changes in business volume, or known leaks in the customer's service line.
5. Where the deviation is not otherwise explained, the Company will test the customer's meter to determine whether it shows an average error greater than 2 percent fast or slow.
6. The Company will notify the customers of the investigation, its findings, and any refunds or backbilling in accordance with 807 KAR 5:006, Section 10 (4) and (5).

In addition to the annual monitoring, the Company will immediately investigate usage deviations brought to its attention as a result of its on-going meter reading or billing processes or customer inquiry.

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
	Month	Day	Year		Month	Day	Year

ISSUED BY	<u>Elmer Mills</u>	-Chairman-3396 Burkland Blvd.-Shepherdsville, KY40165
	Name of Officer	Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 26

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

NEW SERVICE INSPECTION

NAME: _____

ADDRESS: _____

CITY: _____ STATE _____

INSPECTION CHECK LIST:

1. 3/4" service line - 200 PSI _____
2. 30" depth _____
3. Cut-off valve _____
4. Cross connection to other water sources _____
5. Backflow preventer _____
6. Brass fittings _____

At the time of inspection service lines extend to:

1. House _____
2. Barn _____
3. Mobile home _____
4. Livestock waters _____
5. Other (list) _____

COMMENTS: _____

PUBLIC SERVICE COMMISSION

OF KENTUCKY

***** EFFECTIVE *****

INSPECTION APPROVED: _____

DISAPPROVED: _____

DATED: _____

INSPECTION CHARGE: _____

INSPECTOR: _____

JUN 15 1995

PURSUANT TO 807 KAR 5011,
SECTION 9 (1)

DATE PAID BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
Month Day Year Month Day Year
ISSUED BY Elmer Miller -Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165
Name of Officer Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 27

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

WATER BILL
SAMPLE DIVISION I

LOUISVILLE WATER COMPANY • P.O. BOX 32460 • LOUISVILLE, KY 40232-2460

PAY THIS AMOUNT
ACCOUNT NUMBER

AMOUNT PAID \$ _____

PLEASE RETURN THIS STUB WITH PAYMENT TO LOUISVILLE WATER COMPANY

SERVICE ADDRESS
ATTACHMENT

ACCOUNT NUMBER

Your record indicates that you are an excellent customer. Therefore, we thought you would appreciate a friendly reminder that the balance of your account remains unpaid. If you have already mailed your payment, please accept our thanks and disregard this notice. If not, please detach the above statement and return it with your payment to ensure prompt crediting to your account.

Would you prefer future payments be made directly by your bank? The amount of the statement will be deducted from your account and you will be sent a record along with your cancelled checks. You save time and postage. Bank payment accounts are carefully monitored. If the bill seems excessive, you will be notified and the statement will not be sent to the bank before the water service is investigated. Arrangements for this plan can be made through your bank.

Thank you for your patronage. Our customers are our most important asset. If we can be of any assistance, please call Customer Service at the telephone number listed below.

LOUISVILLE WATER COMPANY 583-6610 • TDD 569 3601
TELEPHONE CUSTOMER SERVICE HOURS CASHIER HOURS
MONDAY-FRIDAY 8:00 A.M. - 8:00 P.M. MONDAY-FRIDAY
SATURDAY 8:30 A.M. - 12:30 P.M. 8:00 A.M. - 5:00 P.M.

PAY THIS AMOUNT

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY: Jordan C. Neel
OF THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
Month Day Year Month Day Year
ISSUED BY Edna Miller Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165
Name of Officer Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

Sheet No. 28

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

Sheet No. _____

RULES AND REGULATIONS

DELINQUENT NOTICE

SAMPLE DIVISION II

KENTUCKY TURNPIKE WATER DISTRICT 3396 BURKLAND BLVD. SHEPHERDSVILLE KY 40165		FIRST CLASS MAIL U.S. POSTAGE PAID SHEPHERDSVILLE KY PERMIT NO. 36	
FORWARD & ADDRESS CORRECTION			
ACCOUNT NO.	13-6085	NOTICE DATE:	05/21/95
ITEM	AMOUNT	CODE	READING DATE
DELINQUENT NOTICE			YOUR ACCOUNT IS NOW DELINQUENT
NOTICE DATE:	05/21/95		CUT OFF DATE: 06/01/95
CUT OFF DATE:	06/01/95		
TO AVOID CUT OFF ON 6/1/95 REMIT ON OR BEFORE 5/31/95			
NET BILL DUE NOW	26.87	GROSS AMOUNT DUE AFTER DUE DATE	26.87
CEDAR ST CAROL SKAGGS		NET BILL DUE NOW	26.87
GROSS BILL DUE AFTER	26.87	13-6085 CAROL SKAGGS PO BOX 792 SHEPHERDSVILLE KY 40165	
ENTER READING			
RETURN STUB WITH PAYMENT			

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY James C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
Month Day Year Month Day Year

ISSUED BY Elmer Mells -Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165
Name of Officer Title Address

FOR Bullitt County

P. S. C. Ky. No. _____

_____ Sheet No. 29

Kentucky Turnpike Water District

Cancelling P.S.C. Ky. No. _____

_____ Sheet No. _____

RULES AND REGULATIONS

NOTICE OF HIGH USAGE
NOTICE OF TEMPORARY DISCONNECTION

!! NOTICE !!

**KY TURNPIKE
WATER DISTRICT**

3396 Burkland Blvd.
Shepherdsville, KY 40165
955-9281
955-7567

- ☐ This serves as notification that your water service will be temporarily disconnected on _____ from _____ to _____ due to water line maintenance.

- ☐ Your meter reading was irregular. This could indicate a leak or other problem. Please contact our office.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

KY TURNPIKE WATER DISTRICT

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	<u>June</u>	<u>15</u>	<u>1995</u>	DATE EFFECTIVE	<u>June</u>	<u>15</u>	<u>1995</u>
	Month	Day	Year		Month	Day	Year
ISSUED BY	<u>Elmer Mills</u> -Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165						
	Name of Officer	Title		Address			

FOR Bullitt County

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Kentucky Turnpike Water District

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RULES AND REGULATIONS

APPENDIX II
Rules and Regulations

WATER SHORTAGE RESPONSE PLAN.

Section 1. Purpose. The purpose of this Plan is to provide for the declaration of official phases of water supply shortages and the implementation of voluntary and mandatory water conservation measures throughout the District in the event a shortage is declared.

Section 2. Definitions. These terms are applicable only for this Plan unless specifically noted.

(a) "Customer" shall mean any person or entity using water for any purpose from the District water distribution system and for which either a regular charge is made or, in the case of bulk sales, a cash charge is made at the site of delivery.

(b) "Raw Water Supplies" shall mean all water potentially available to persons in the District.

(c) "Treated Water" shall mean water that has been introduced by the District into its water distribution system, including water offered for sale.

Uses of treated water are classified as follows: PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY Jordan C. Neal
AT THE PUBLIC SERVICE COMMISSION

DATE OF ISSUE	June	15	1995	DATE EFFECTIVE	June	15	1995
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	Name of Officer			Title		Address	

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RULES AND REGULATIONS

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Essential Water Uses (Class 1):

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The following uses of water, listed by ~~site or user type~~ *By: Jordan C. Neal*
are essential. FOR THE PUBLIC SERVICE COMMISSION

DOMESTIC:

- Water necessary to sustain human life and the lives of domestic pets, and to maintain minimum standards of hygiene and sanitation.

HEALTH CARE FACILITIES:

- Patient care and rehabilitation, including related filling and operation of swimming pools.

WATER HAULING:

- Sales of domestic use where not reasonably available elsewhere.

PUBLIC USE:

- Fire fighting.
- Health and public protection purposes, if specifically approved health officials.

SOCIALLY OR ECONOMICALLY IMPORTANT USES (CLASS 2):

The following uses of water, listed by site or user type, are socially or economically important:

DOMESTIC:

- Personal, in-house water use including kitchen and laundry.

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	Name of Officer			Title		Address	

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RULES AND REGULATIONS

WATER HAULING:

- Non-domestic, when other sources are not reasonably ~~public service~~ ^{PUBLIC SERVICE COMMISSION} elsewhere. ^{OF KENTUCKY}
^{EFFECTIVE}

COMMERCIAL AND CIVIC USE:

- Commercial car and truck washes.
- Laudromats.
- Restaurants, clubs and eating places.
- Schools, churches, motel/hotels and similar commercial establishments

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BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

OUTDOOR NON-COMMERCIAL WATERING:

- Minimal watering of vegetable gardens.
- Minimal watering of trees where necessary to preserve them.

OUTDOOR COMMERCIAL OR PUBLIC WATERING: (using conservation methods and when other sources of water are not available or feasible to use):

- Agricultural irrigation for the production of food and fiber or the maintenance of livestock.
- Watering by arboretums and public gardens of national, state, regional or community significance where necessary to preserve specimens.
- Watering by commercial nurseries at a minimum level necessary to maintain stock.

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Name of Officer Title Address

FOR Bullitt County

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Kentucky Turnpike Water District

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PUBLIC SERVICE COMMISSION
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EFFECTIVE
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RULES AND REGULATIONS

JUN 15 1995

PURSUANT TO 807 KAR 5011,
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- Watering at a minimum rate necessary to establish and maintain revegetation or landscape plantings required pursuant to law or regulation.
- Watering of woody plants where necessary to preserve them.
- Minimal watering of golf course greens.

RECREATIONAL:

- Operation of municipal swimming pools and residential pools that serve more than 25 dwelling units.

AIR CONDITIONING:

- Refilling for start-up at the beginning of the cooling season.
- Makeup of water during the cooling season.
- Refilling specifically approved by health officials where the system has been drained for health protection or repair services.

NON-ESSENTIAL USES (CLASS 3):

Any waste of water, as defined herein, is non-essential. The following uses of water, listed by site or user type, are non-essential.

PUBLIC USE:

- Use of fire hydrants (excluding Class 1 and Class 2 uses), including use of sprinkler caps, testing fire apparatus and fire department drills.
- Flushing of sewers and hydrants except as needed to ensure public health and safety as approved by health officials.

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ISSUED BY	<u>Elmer Mullen</u>			-Chairman-3396	<u>Burkland Blvd.-Shepherdsville, KY 40165</u>		
	Name of Officer			Title	Address		

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PUBLIC SERVICE COMMISSION
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RULES AND REGULATIONS

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COMMERCIAL and CIVIC USE:

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

- Serving water in restaurants, clubs, or eating By Label Exempt by
customer request. FOR THE PUBLIC SERVICE COMMISSION
- Failure to repair a controllable leak.
- Increasing water levels in scenic and recreational ponds and lakes,
except for the minimum amount required to support fish and wildlife.

ORNAMENTAL PURPOSES:

- Fountains, reflecting pools and artificial waterfalls.

OUTDOOR NON-COMMERCIAL WATERING:

- Use of water for dirt control or compaction.
- Watering of annual or non-woody plants, lawns, parks, golf course
fairways, playing fields and other recreational areas.
- Washing sidewalks, walkways, driveways, parking lots, tennis
courts or other hard-surface areas.
- Washing down building or structures for purposes other than
immediate fire protection.
- Flushing gutters or permitting water to run or accumulate in
any gutter or street.

OUTDOOR COMMERCIAL OR PUBLIC WATERING:

- Expanding nursery facilities, placing new irrigated agricultural
land in production, or planting of landscaping except when
required by a site design review process.
- Use of water for dirt control or compaction.
- Watering of lawns, parks, golf course fairways, play
and other recreational areas.

DATE OF ISSUE June 15 1995 DATE EFFECTIVE June 15 1995
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ISSUED BY Elmer Mills -Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165
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RULES AND REGULATIONS

- Washing sidewalks, walkways, driveways, parking lots, tennis courts or other hard-surface areas.
- Washing down buildings or structures for purposes other than immediate fire protection.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

Recreational uses other than those specified in Class 2.

Non-commercial washing of motor and other vehicles.

AIR CONDITIONING (see also CLASS 2 purpose):

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SECTION 9(1)

- Refilling cooling towers after draining.

(d) "Base Entitlement" shall mean the monthly usage during the same month of the preceding calendar year divided by the average per customer usage for each class of service during the same month of the preceding year.

(e) "Curtailed Entitlement" shall mean the monthly usage for a customer after any curtailment percentage has been applied.

(f) "Curtailment" shall mean the reduction of entitlement by some percentage to meet anticipated water shortages.

(g) Water Shortage Response Phases:

"ADVISORY" shall mean that conditions exist which indicate the potential for serious raw or treated water supply shortages.

"ALERT" shall mean the raw or treated water supplies are consistently below seasonal averages, and if they continue to decline, may not be adequate to meet normal needs.

"EMERGENCY" shall mean that raw or treated water supplies are below the level necessary to meet normal needs and that serious shortages exist in the area.

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	Name of Officer	Title	Address

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RULES AND REGULATIONS

- (h) "RATIONING" shall mean that procedures must be established to provide for the equitable distribution of critically-limited raw or treated water supplies, in order to balance demand and limited available supplies, and to assure that sufficient water is available to preserve public health and safety.

Section 3. Applicability. The provisions of this Plan shall apply to all retail and wholesale customers of the District. When implemented, this Plan becomes Kentucky Turnpike Water District Water Shortage Response Regulation.

Section 4. Entitlements. Entitlements shall be established for each customer by adjusting the base entitlement to reflect any known change in usage pattern.

Section 5. Determination of Water Shortage. Water supply and usage shall be monitored on a continuous basis. Unrestricted demand shall be projected from past records and adjusted for changes such as new development and weather conditions on a regular basis. Water shortages generally occur for two reasons, a reduction in available supplies or a system failure. Each of these has a distinct influence on the nature and duration of the conservation program implemented. Official declaration of a water shortage stage and implementation of the measures necessary to curtail water use shall be by the Commissioners.

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PURSUANT TO 807 KAR 5011,
SECTION 9(1)

BY: Jordan C. Neal

FOR THE PUBLIC SERVICE COMMISSION

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RULES AND REGULATIONS

Section 6. Term of Water Shortage Declaration. Any water shortage declaration shall remain in effect until water supplies of service conditions have returned to normal. A final determination as to terminating a water shortage declaration shall be made by the Commissioners of Kentucky Turnpike Water District.

Section 7. Water Shortage Stage, Conservation and Curtailment Measures.

A. Advisory Stage:

- (1) Criteria: A water advisory shall be declared when the amount of treated or raw water available for treatment is projected to be up to 20% below demand or there are periods of law water system failure or inadequacies or the State Division of Water issues a Water Shortage Watch which includes the areas from which the District draws water.

(2) Conservation and Curtailment Measures:

- (a) Declare a Water Shortage Advisory.
(b) Provide proper notice to all customers and to all local news media.
(c) Eliminate all water leaks.
(d) Request voluntary conservation of all non-essential (Class 3) water-use.
(e) Request wholesale customers also issue request for voluntary conservation by their customers of all non-essential (Class 3).

PUBLIC SERVICE COMMISSION
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RULES AND REGULATIONS

B. Alert Stage:

(1) CRITERIA: A water alert shall be declared when the amount of treated water available is projected to be up to 30% below demand, or raw water supplies are consistently below seasonal averages and if they continue to decline, may not be adequate to meet normal needs.

(2) CONSERVATION and CURTAILMENT MEASURES:

- (a) Declare a Water Shortage Alert.
- (b) Provide proper notice to all customers and to all local news media.
- (c) Eliminate all water leaks.
- (d) Prohibit all non-essential (Class 3) water uses.
- (e) Curtail entitlements to all customers by the same percentage as the projected shortage.
- (f) Begin billing all customers water usage in excess of curtailed entitlement at the normal rate plus and excess usage charge of \$5.00 per 1,000 gallons.

C. Emergency Stage:

(1) CRITERIA: A Water Emergency shall be declared when the amount of treated water available is projected to be up to 40% below demand, or there are periods of no water in one or more areas of the distribution system due to low water supply or raw water supplies ~~PUBLIC SERVICE COMMISSION~~ necessary to meet normal needs.

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SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

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ISSUED BY	-Chairman-3396 Burkland Blvd.-Shepherdsville, KY 40165						
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Kentucky Turnpike Water District

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RULES AND REGULATIONS

(2) CONSERVATION and CURTAILMENT MEASURES:

- (a) Declare Water Shortage Emergency.
- (b) Provide proper notice to customers and to all local news media.
- (c) Eliminate all water leaks.
- (d) Prohibit all Class 3 uses of water.
- (e) Prohibit all Class 2 uses of water except Domestic uses for kitchens, bathrooms, and laundries.
- (f) Curtail all commercial and industrial entitlements (except Health Care Facilities) by 100%.
- (g) Curtail Residential entitlements by the same percentage as the projected shortage.
- (h) Curtail entitlements to all wholesale customers by the same percentage as the projected shortage.
- (i) Begin billing all customers water usage in excess of curtailed entitlement at the normal rate plus an excess usage charge of \$8.00 per 1,000 gallons.

D. Rationing Stage:

- (1) Criteria: Treated water available is greater than 60% below demand or raw water supplies are below the level necessary to meet essential needs, and in the opinion of the Chairman of the District, mandatory rationing is required to insure adequate water is available to maintain public health and safety.

PUBLIC SERVICE COMMISSION
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PURSUANT TO 807 KAR 5011,
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Kentucky Turnpike Water District

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RULES AND REGULATIONS

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(2) CONSERVATION and CURTAILMENT MEASURES:

PURSUANT TO 807 KAR 5.011,
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(a) Declare Water Shortage Rationing.

(b) Provide proper notice to all customers and local news media. BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

(c) Eliminate all water leaks.

(d) Prohibit all Class 3 and Class 2 uses of water.

(e) Curtail all commercial and industrial entitlement (except Health Care Facilities) by 100%.

(f) Curtail all residential and wholesale entitlements by the same percentage as the projected shortage.

(g) Implement service interruptions to portions of systems in accordance with approved published schedule. The schedule shall be provided to all local media.

(h) Begin billing customers water usage in excess of curtailment entitlement at the normal rate plus an excess usage charge of \$10.00 per 1,000 gallons.

Section 8. Enforcement of water restriction. Any person who violates the provisions of this Plan, who fails to carry out the duties and responsibilities imposed by this Plan, or who impedes or interferes with any action undertaken or ordered pursuant to this Plan shall be subject to the following:

(a) If the utility official charged with implementation and enforcement of this Plan learns of any violation of any water use restriction imposed, a written notice of the violation shall be affixed to the property where the violation occurred and mailed to the customer of record. Said notice shall describe the violation and order that it be corrected, cured, or within 48 hours.

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ISSUED BY Elmer Mills - Chairman - 3396 Burkland Blvd. - Shepherdsville, KY 40165
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RULES AND REGULATIONS

- (b) The notice will inform the customer of his or her right to appeal by requesting a hearing before the utility's designee. If a hearing is requested by the customer, he or she shall be given full opportunity to be heard before termination. The governing body shall make findings of fact and decide whether service should continue or terminate.
- (c) Any customer whose water service is terminated for violating provisions of this water curtailment plan shall be subject to the approved reconnection fee prior to reconnection of service.
- (d) The excess usage charge billing provisions of this Plan shall not be put in effect if a county or city ordinance containing penalty provisions is in effect to assist enforcement of this Plan.

Section 9. Request for Exception.

- (a) Exception to water use restrictions: If compliance with any curtailment measure authorized herein would cause a customer to bear extraordinary hardship, that individual or entity may apply to the District for an exception. For these purposes, "Extraordinary Hardship" shall be defined as a condition which may threaten health and safety, or cause property or economic losses, each of which must be shown to be substantially more severe than the sacrifices borne by other users. If extraordinary hardship is found to exist, then an exception shall be granted and a written waiver issued to the customer. If an appeal is made, water service shall be continued until a decision is made by the PUBLIC SERVICE COMMISSION OF KENTUCKY. Any person aggrieved by the decision may file a complaint with the Public Service Commission. EFFECTIVE

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FOR THE PUBLIC SERVICE COMMISSION

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RULES AND REGULATIONS

(b) Exception to curtailment surcharge: Exceptions to excess use charges shall not be considered or granted.

Section 10. Severability. If any provision of this Plan is declared invalid by the courts, the remainder of the Plan and its applicability to other persons and circumstances shall not be affected by that declaration.

Section 11. Effective Date. This Plan shall take effect immediately upon approval by the Public Service Commission.

PUBLIC SERVICE COMMISSION
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	Name of Officer			Title		Address	

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

Original Sheet No. _____

RULES AND REGULATIONS

STAVE MILL ROAD WATER MAIN EXTENSION

1. APPLICABILITY. These rules are applicable to the water main extension made in the vicinity of the Stave Mill Road area of Bullitt County, Kentucky and that is known as the Stave Mill Road Extension ("Extension"). This area includes and is limited to Reader Road, Cool Springs Road, Bates Lane, Stalling Road, Hebron Road, and Stave Mill Road of Bullitt County, Kentucky.

2. WATER MAIN EXTENSION AGREEMENT. All customers connecting to the Extension within 10 years of the date of the Extension's completion shall execute either of the water main extension agreements set forth in these Rules.

3. CUSTOMER CONTRIBUTION TO THE WATER MAIN EXTENSION. Each customer directly connecting to the Extension within 10 years from the date of the Extension's completion shall contribute equally to the cost of the Extension. "Cost of the Extension" means the total cost of the Extension minus Kentucky Turnpike Water District's contribution of \$20,000 minus any difference in construction costs related to Kentucky Turnpike Water District's use of water mains that are greater than 6-inches in diameter. "Cost of the Extension" shall not include any costs related to the construction or installation of fire hydrants unless such hydrants are required to be included in the Extension by local governmental authorities. The "customer contribution" is equal to "Cost of the Extension" divided by the total number of customers connecting to the Extension within 10 years from the date of the Extension's completion. The "customer contribution" shall be recomputed when each additional customer connects directly to the Extension with the 10-year period.

4. UTILITY CONTRIBUTION TO WATER MAIN EXTENSION.

a. Kentucky Turnpike Water District shall be responsible for \$20,000 of total cost of the Stave Mill Road Extension. It shall also advance \$62,500 towards the cost of the Extension which shall be subject to repayment in accordance with the provisions of Paragraph 4. As a result of its contribution of \$20,000 and its advancement of \$62,500, Kentucky Turnpike Water District shall not be required to refund to any applicants for service the cost of fifty (50) feet of the main extension in place for each additional customer connecting during the 10-year period following completion of the Extension as Administrative Regulation 807 KAR 5:066, Section 11, requires.

b. The Extension is design to have a diameter of 6-inches. Should Kentucky Turnpike Water District change the Extension's design to include mains of a larger diameter, it shall be responsible for the difference in the construction cost from the construction cost of the 6 inch lines to the greater line size actually installed.

5. PAYMENT OF CUSTOMER CONTRIBUTION.

a. Initial Applicants for Service. Each customer connecting to the Extension upon its completion shall pay \$3,500 prior to receiving water service. Each customer shall owe to Kentucky Turnpike Water District and remain liable for amount equal to the difference between the "customer contribution" and \$3,500. This "unpaid balance" may be paid in the following manner:

(1) The Customer may pay the "unpaid balance" when applying for initial service.

PUBLIC SERVICE COMMISSION
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EFFECTIVE

JUL 02 1999

DATE OF ISSUE _____

Month Day Year

DATE EFFECTIVE _____

Month Day Year

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SECTION 9 (1)

ISSUED BY _____

Name of Officer

Title

BY: _____

SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

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(2) The Customer may pay the "unpaid balance" over a 10-year period at a rate of 6 percent per annum. Each month during the 10-year period following connection, the customer will paid an additional \$37.15 with his regular bill for water service. At its option, Kentucky Turnpike Water District may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

(3) The Customer may pay the "unpaid balance" over a 15-year period at a rate of 6 percent per annum. Each month during the 15-year period following connection, the customer will paid an additional \$28.19 with his regular bill for water service. At its option, Kentucky Turnpike Water District may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

(4) The Customer may pay the "unpaid balance" over a 20-year period at a rate of 6 percent per annum. Each month during the 20-year period following connection, the customer will paid an additional \$23.90 with his regular bill for water service. At its option, Kentucky Turnpike Water District may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

b. Subsequent Applicants for Service. Customers who connect to the Extension after the initial applicants but within 10 years of the Extension's completion shall pay the lessor of \$3,500 or the "customer contribution" prior to receiving water service. If the "customer contribution" exceeds \$3,500, then the customer shall owe to Kentucky Turnpike Water District and remain liable for amount equal to the difference between the "customer contribution" and \$3,500. This "unpaid balance" may be paid in the same manner as set forth in Paragraph 4a(1)-(4).

c. Prepayment. Any customer paying an "unpaid balance" in the manner set forth in Paragraph 4a(2)-(4) may pay entire amount without penalty.

d. Recalculation of Customer Contribution. When additional customers connect directly to the Extension within 10 years of its construction, Kentucky Turnpike Water District shall recompute each customer's contribution and shall either reduce the amount of an existing customer's unpaid principal or, if no unpaid principal exists, refund any surplus. Any refund of surplus or reduction of unpaid principal shall be made on the anniversary date of the Extension's completion. No refunds or reductions shall be made for customers who connecting to the Extension 10 years after the date of its completion.

e. Transfer of Obligation for Unpaid Balances. Should a customer having an "unpaid balance" sell or otherwise transfer the property that is receiving water service through the Extension, his or her unpaid balance shall become immediately due and payable. Customers shall advise Kentucky Turnpike Water District at least 20 days prior to any transfer of the pending sale or transfer of such property. Kentucky Turnpike Water District at its option may accept the delegation of the responsibility to the transferee or purchaser of the property to make payments on the "unpaid balance" provided that written evidence of the transferee's acceptance of this obligation is provided to Kentucky Turnpike Water District and the transferee executes an agreement with Kentucky Turnpike Water District for payment of the remaining "unpaid balance."

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____

Month Day Year

DATE EFFECTIVE _____

Month Day Year

JUL 02 1999

ISSUED BY _____

Name of Officer

Title

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: Stephan B. Bell
Address _____
SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

Original Sheet No. _____

RULES AND REGULATIONS

6. Other fees. To receive water service, Customers must pay all other applicable fees set forth in Kentucky Turnpike Water District's filed rate schedules including, but not limited to, a meter fee.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____
Month Day Year

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Month Day Year

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Name of Officer

Title

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY: _____
Address
SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

Original Sheet No. _____

RULES AND REGULATIONS

WATER MAIN EXTENSION AGREEMENT STAVE MILL ROAD EXTENSION (Original Applicant's Version)

THIS WATER MAIN EXTENSION AGREEMENT is made and entered this ____ day of _____, 1999, by and between KENTUCKY TURNPIKE WATER DISTRICT ("the Utility"), of 3396 Burkland Boulevard, Shepherdsville, Kentucky, and _____ ("the Customer"), of _____.

The Utility and the Customer agree as follows:

1. The Customer owns property in the vicinity of the Stave Mill Road area of Bullitt County, Kentucky and wishes for the Utility to extend its water mains to this area. For purposes of this Agreement, "the Stave Mill Road area" includes and is limited to Reader Road, Cool Springs Road, Bates Lane, Stalling Road, Hebron Road, and Stave Mill Road of Bullitt County, Kentucky.

2. The Utility proposes to construct approximately 10,855 feet of 6-inch water main to provide water service to the Stave Mill Road area. The total cost of this water main extension (the "Extension") is estimated at \$177,688.

3. Each customer directly connecting to the Extension within 10 years from the date of the Extension's completion shall contribute equally to the cost of the Extension. "Cost of the Extension" means the total cost of the Extension minus the Utility's contribution of \$20,000 minus any difference in construction costs related to the Utility's use of water mains that are greater than 6-inches in diameter. "Cost of the Extension" shall not include any costs related to the construction or installation of fire hydrants unless such hydrants are required to be included in the Extension by local governmental authorities. The "customer contribution" is equal to "Cost of the Extension" divided by the total number of customers directly connecting to the Extension within 10 years of the Extension's completion.

4. a. The Utility shall be responsible for \$20,000 of total cost of the Extension. It shall also advance \$62,500 towards the cost of the Extension that shall be subject to repayment by contributing customers through the payment of their customer contribution. **AS A RESULT OF ITS CONTRIBUTION OF \$20,000 AND ITS ADVANCEMENT OF \$62,500, THE UTILITY SHALL NOT BE REQUIRED TO REFUND TO ANY APPLICANTS FOR SERVICE THE COST OF FIFTY (50) FEET OF THE MAIN EXTENSION IN PLACE FOR EACH ADDITIONAL CUSTOMER CONNECTING TO THE EXTENSION DURING THE 10-YEAR PERIOD FOLLOWING THE EXTENSION'S COMPLETION AS ADMINISTRATIVE REGULATION 807 KAR 5:066, SECTION 11, REQUIRES.**

b. The Extension is design to have a diameter of 6-inches. Should the Utility change the Extension's design to include mains of a larger diameter, it shall be responsible for the difference in the construction cost from the construction cost of the 6 inch lines to the greater line size actually installed.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE JUL 02 1999
Month Day Year

ISSUED BY [Signature]
Name of Officer Title

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: [Signature]
SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

Original Sheet No. _____

RULES AND REGULATIONS

5. The Customer shall pay \$3,500 to the Utility prior to receiving water service and shall remain liable for amount equal to the difference between the "customer contribution" and \$3,500. The customer shall pay his "unpaid balance" in the following manner: *(Mark one option only)*

_____ The Customer will pay the "unpaid balance" when applying for initial service.

_____ The Customer will pay the "unpaid balance" over a 10-year period (120 months) at a rate of 6 percent per annum. Each month during the 10-year period following connection, the customer will paid an additional \$37.15 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

_____ The Customer will pay the "unpaid balance" over a 15-year period (180 months) at a rate of 6 percent per annum. Each month during the 15-year period following connection, the customer will paid an additional \$28.20 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

_____ The Customer will pay the "unpaid balance" over a 20-year period (240 months) at a rate of 6 percent per annum. Each month during the 20-year period following connection, the customer will paid an additional \$23.90 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

6. Regardless of the method that the Customer uses to pay his or her "unpaid balance," the Customer may pay entire amount at any time without penalty.

7. When additional customers connect directly to the Extension within 10 years of its construction, the Utility shall recompute the customer contribution and shall either reduce the amount of the Customer's unpaid principal or, if no unpaid principal exists, refund any surplus. Any refund of surplus or reduction of unpaid principal shall be made on the anniversary date of the Extension's completion. No refunds or reductions shall be made for customers who connect to the Extension 10 years after the date of its completion.

8. The Customer acknowledges that, if he or she fails to make timely payments on his or her "unpaid balance" in accordance with the provisions of Paragraph 5 of this Agreement, the Utility may terminate his or her water service and refuse to reconnect that service until such time as the delinquent amount is paid in full.

9. In addition to the customer contribution, the Customer must pay all other required fees including the meter fee set forth in the Utility's rate schedule at the time of connection.

10. If the Customer has an "unpaid balance" and sells or otherwise transfers the property that is receiving water service through the Extension, his or her unpaid balance shall become immediately due and payable. The Customer shall advise the Utility at least 20 days prior to any transfer of the pending ^{PUBLIC SERVICE COMMISSION} property. The Utility at its option may accept the Customer's delegation of the responsibility to ^{OF KENTUCKY} or purchaser of the property to make payments on the "unpaid balance" provided that written ^{EFFECTIVE} of the

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____
Month Day Year

ISSUED BY _____
Name of Officer Title

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)
BY: _____
SECRETARY OF THE COMMISSION

JUL 02 1999

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

Original Sheet No. _____

RULES AND REGULATIONS

transferee's acceptance of this obligation is provided to the Utility and the transferee executes an agreement with the Utility for payment of the remaining "unpaid balance." The Utility may file a copy of this Water Main Extension Agreement in the office of the Bullitt County Clerk and a notice of any "unpaid balance."

11. THE CUSTOMER ACKNOWLEDGES THAT BY EXECUTING THIS AGREEMENT HE OR SHE IS WAIVING ANY RIGHT OR CLAIM TO REFUNDS THAT HE OR SHE MAY BE ENTITLED TO UNDER ADMINISTRATIVE REGULATION 807 KAR 5:066, SECTION 11.

12. This Agreement is conditioned upon the following:

a. The Utility obtains a certificate of public convenience and necessity from the Public Service Commission of Kentucky for the Extension or a declaration from that agency that the Extension does not require such certificate.

b. Twenty-three customers execute this Agreement with the Utility.

c. The "Cost of the Extension" will not exceed \$157,688. This amount does not include the Utility's contribution of \$20,000 or any costs related to the sizing of water mains in excess of 6-inches in diameter.

d. The Public Service Commission of Kentucky approves this Water Main Extension Agreement.

Entered this _____ day of _____, 1999.

By:

Chairman

KENTUCKY TURNPIKE WATER DISTRICT

CUSTOMER

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUL 02 1999

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____
Month Day Year

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

ISSUED BY

Name of Officer

Title

BY: Stephan D. Bell

SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky
P.S.C. Ky. No. _____
First Revised Sheet No. _____
Canceling P.S.C. Ky. No. _____
Original Sheet No. _____

RULES AND REGULATIONS

WATER MAIN EXTENSION AGREEMENT
STAVE MILL ROAD EXTENSION
(Subsequent Applicant's Version)

THIS WATER MAIN EXTENSION AGREEMENT is made and entered this ____ day of _____, _____, by and between KENTUCKY TURNPIKE WATER DISTRICT ("the Utility"), of 3396 Burkland Boulevard, Shepherdsville, Kentucky, and _____ ("the Customer"), of _____.

The Utility and the Customer agree as follows:

1. The Customer owns property in the vicinity of the Stave Mill Road area of Bullitt County, Kentucky and wishes to connect to the water mains that the Utility has constructed to serve this area. For purposes of this Agreement, "the Stave Mill Road area" includes and is limited to Reader Road, Cool Springs Road, Bates Lane, Stalling Road, Hebron Road, and Stave Mill Road of Bullitt County, Kentucky.

2. The Utility has construct approximately 10,855 feet of 6-inch water main to provide water service to the Stave Mill Road area. The total cost of this water main extension (the "Extension") is \$177,688. The Extension was completed on _____, 1999.

3. Each customer directly connecting to the Extension within 10 years from the date of the Extension's completion shall contribute equally to the cost of the Extension. "Cost of the Extension" means the total cost of the Extension minus the Utility's contribution of \$20,000 minus any difference in construction costs related to the Utility's use of water mains that are greater than 6-inches in diameter. "Cost of the Extension" shall not include any costs related to the construction or installation of fire hydrants unless such hydrants are required to be included in the Extension by local governmental authorities. The "customer contribution" is equal to "Cost of the Extension" divided by the total number of customers directly connecting to the Extension within 10 years of the Extension's completion.

4. a. The Utility shall be responsible for \$20,000 of total cost of the Extension. It shall also advance \$62,500 towards the cost of the Extension that shall be subject to repayment by contributing customers through the payment of their customer contribution. **AS A RESULT OF ITS CONTRIBUTION OF \$20,000 AND ITS ADVANCEMENT OF \$62,500, THE UTILITY SHALL NOT BE REQUIRED TO REFUND TO ANY APPLICANTS FOR SERVICE THE COST OF FIFTY (50) FEET OF THE MAIN EXTENSION IN PLACE FOR EACH ADDITIONAL CUSTOMER CONNECTING TO THE EXTENSION DURING THE 10-YEAR PERIOD FOLLOWING THE EXTENSION'S COMPLETION AS ADMINISTRATIVE REGULATION 807 KAR 5:066, SECTION 11, REQUIRES.**

b. The Customer is responsible only for the cost of constructing water mains that are 6-inches in diameter. Where water mains with a diameter in excess of 6-inches have been constructed, the Utility assumes responsibility for the difference in the construction cost from the construction cost of the greater main size actually installed.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

~~JUL 02 1999~~

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____
Month Day Year
PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

ISSUED BY _____
Name of Officer Title

BY: Stephan D. Bell
SECRETARY OF THE COMMISSION
Address

RULES AND REGULATIONS

5. The Customer shall pay \$3,500 to the Utility prior to receiving water service and shall remain liable for amount equal to the difference between the "customer contribution" and \$3,500. The customer shall pay his "unpaid balance" in the following manner: *(Mark one option only)*

_____ The Customer will pay the "unpaid balance" when applying for initial service.

_____ The Customer will pay the "unpaid balance" over a 10-year period (120 months) at a rate of 6 percent per annum. Each month during the 10-year period following connection, the customer will paid an additional \$37.15 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

_____ The Customer will pay the "unpaid balance" over a 15-year period (180 months) at a rate of 6 percent per annum. Each month during the 15-year period following connection, the customer will paid an additional \$28.20 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

_____ The Customer will pay the "unpaid balance" over a 20-year period (240 months) at a rate of 6 percent per annum. Each month during the 20-year period following connection, the customer will paid an additional \$23.90 with his or her regular bill for water service. At its option, the Utility may bill these amounts on a bimonthly basis. The customer's obligation to make these payments shall end upon payment of the "unpaid balance" plus interest.

6. Regardless of the method that the Customer uses to pay his or her "unpaid balance," the Customer may pay entire amount at any time without penalty.

7. When additional customers connect directly to the Extension within 10 years of its construction, the Utility shall recompute the customer contribution and shall either reduce the amount of the Customer's unpaid principal or, if no unpaid principal exists, refund any surplus. Any refund of surplus or reduction of unpaid principal shall be made on the anniversary date of the Extension's completion. No refunds or reductions shall be made for customers who connect to the Extension 10 years after the date of its completion.

8. The Customer acknowledges that, if he or she fails to make timely payments on his or her "unpaid balance" in accordance with the provisions of Paragraph 5 of this Agreement, the Utility may terminate his or her water service and refuse to reconnect that service until such time as the delinquent amount is paid in full.

9. In addition to the customer contribution, the Customer must pay all other required fees including the meter fee set forth in the Utility's rate schedule at the time of connection.

10. If the Customer has an "unpaid balance" and sells or otherwise transfers the property that is receiving water service through the Extension, his or her unpaid balance shall become immediately due and payable. The Customer shall advise the Utility at least 20 days prior to any transfer of the pending sale of such property. The Utility at its option may accept the Customer's delegation of the responsibility to the purchaser of the property to make payments on the "unpaid balance" provided that written evidence of the transfer is provided to the PUBLIC SERVICE COMMISSION.

DATE OF ISSUE _____
Month Day Year

DATE EFFECTIVE _____ JUL 02 1999
Month Day Year

ISSUED BY _____
Name of Officer Title

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)
BY _____
SECRETARY OF THE COMMISSION

For Bullitt County, Kentucky

P.S.C. Ky. No. _____

First Revised Sheet No. _____

Canceling P.S.C. Ky. No. _____

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RULES AND REGULATIONS

transferee's acceptance of this obligation is provided to the Utility and the transferee executes an agreement with the Utility for payment of the remaining "unpaid balance." The Utility may file a copy of this Water Main Extension Agreement in the office of the Bullitt County Clerk and a notice of any "unpaid balance."

Entered this _____ day of _____, _____.

By: _____

Chairman

KENTUCKY TURNPIKE WATER DISTRICT

CUSTOMER

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

DATE OF ISSUE _____
Month Day Year

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Month Day Year

JUL 02 1999

ISSUED BY _____

Name of Officer

Title

PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY Stephan D. Bell
SECRETARY OF THE COMMISSION

TIME PAYMENT PLAN AGREEMENT

DATE: _____

NAME: _____

ADDRESS: _____

ACCOUNT NUMBER: _____

PAST DUE AMOUNT \$ _____ DATED _____

RECONNECT FEE \$ _____

TOTAL DUE THIS DATE \$ _____

INITIAL PAYMENT \$ _____ Cash, Check, Money Order
Receipt No. _____

I, THE UNDERSIGNED, AGREE TO PAY _____ UTILITIES THE AMOUNT
OF \$ _____ ON THE UNPAID BALANCE ACCORDING TO THE FOLLOWING SCHED-
ULE:

\$ _____	ON _____	19 _____
\$ _____	ON _____	19 _____
\$ _____	ON _____	19 _____
\$ _____	ON _____	19 _____
\$ _____	ON _____	19 _____

I ALSO AGREE TO HAVE THE PAST DUE AMOUNT AND ALL CURRENT BILLS PAID IN FULL
NO LATER THAN _____ 19 _____. I UNDERSTAND THAT IF MY PAYMENTS ARE NOT
MADE ACCORDING TO THE TERMS OF THIS AGREEMENT, MY SERVICE WILL BE DISCON-
TINUED WITHOUT FURTHER NOTICE.

A RETURNED CHECK (Cold Check), received on the above account at anytime, will result in discontinu-
ance of service without notification. Should it be necessary to disconnect for this reason, FULL AMOUNT
of the payment agreement, plus the current bill and service charges must be paid (CASH or CERTIFIED
FUNDS) in order for service to be restored.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

CUSTOMER'S SIGNATURE _____

EMPLOYEE _____

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

HOW TO READ YOUR WATER METER

GALLONS

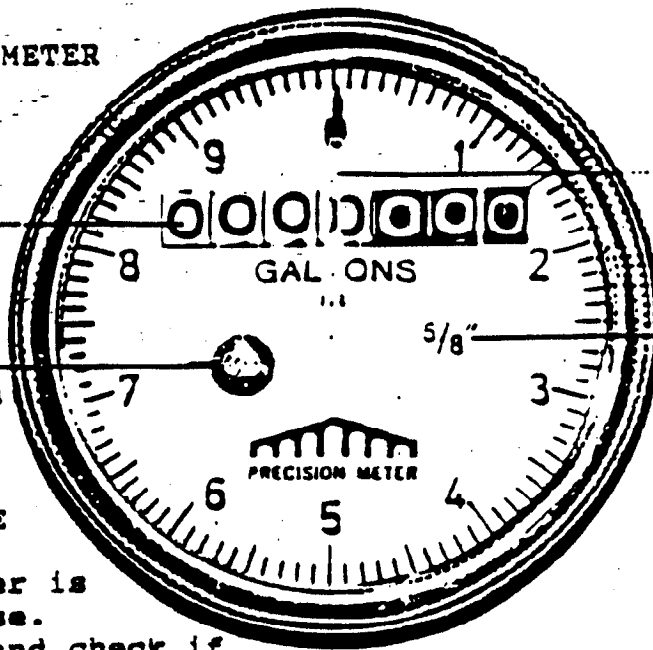
Leak Detector

This triangle tells you if you have a leak.

HOW TO TELL IF YOU HAVE A LEAK

Make sure all your water is turned off in your house.

Then go to your meter and check if this TRIANGLE is moving. If it is moving then you have a leak somewhere between the meter and your house.



GALLONS

EXAMPLE

51730

This reads-51,730
The painted (0) zero
the end is stationary
it does not move,
is included in the
reading.

HOW TO READ YOUR METER

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

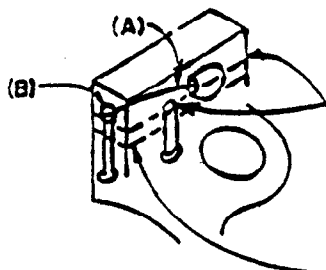
JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9 (1)

BY: Jordan C. Neel
FOR THE PUBLIC SERVICE COMMISSION

CUSTOMER CHECK LIST ON FINDING WATER LEAKS BEYOND THE METER

1. OVERFLOW PIPE LEAK CAUSED BY IMPROPER FLOAT VALVE SETTING OR LEAKY VALVE IN TOILET



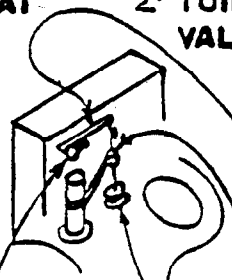
A REPAIR
COSTS LESS
THAN A
LEAK

CALL YOUR
PLUMBER
FOR THIS
SERVICE

WATER LEVEL TOO HIGH
WATER IS OVERFLOWING
DOWN OVERFLOW PIPE.
THIS IS A LARGE LEAK
AND SOMETIMES HARD TO
HEAR
CORRECT WATER LEVEL
IS ABOUT ONE-HALF INCH
BELOW TOP OF OVERFLOW
PIPE. BEND FLOAT ARM (A)
TO SHUT OFF VALVE AT
THIS LEVEL OR REPLACE
OR REPAIR BALL COCK VALVE
(B) IF IT DOES NOT SHUT OFF.

TOILET FLUSH HANDLE LOOSE:
TIGHTEN FLANGE OR SET SCREWS

2. TOILET RUBBER BALL VALVE LEAK



ARM RUBBING SIDE (
TANK: TIGHTEN
HANDLE AND ALIGN A
ROD CAUGHT ON GUID
CLEAN LIME DEPOSIT
OFF GUIDE OR REPLA
GUIDE. CLEAN OR
REPLACE ROD
RUBBER TANK BALL
DETERIORATED
AND WILL NOT SEAL
CLEAN VALVE SEAT
REPLACE BALL.

<u>WATER WASTE</u>	
<u>GALLONS IN</u>	
<u>24 HOURS</u>	
<u>AT</u>	
<u>40 POUNDS</u>	
<u>PRESSURE:</u>	
<u>HOLE</u>	<u>GALS</u>
•	170
••	970
•••	3600

3 OTHER LEAK SOURCES TO CHECK

AUTOMATIC WASHING MACHINE (STUCK OR LEAKY VALVE)
AUTOMATIC DISH WASHER
WATER SOFTENERS
AUTOMATIC GARBAGE DISPOSAL
WATER COOLED AIR CONDITIONED
WATER FAUCETS
PIPE UNDER FLOOR OR IN CRAWL SPACE IN RANCH TYPE HOME
LAWN SPRINKLER VALVE
LEAKY OUTSIDE GARDEN HOSE FAUCET (SILL COCK)
HOT WATER HEATER

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

JUN 15 1995

PURSUANT TO 807 KAR 5.011,
SECTION 9(1)

BY: Jordan C. Neal
FOR THE PUBLIC SERVICE COMMISSION

HOW TO READ YOUR WATER METER

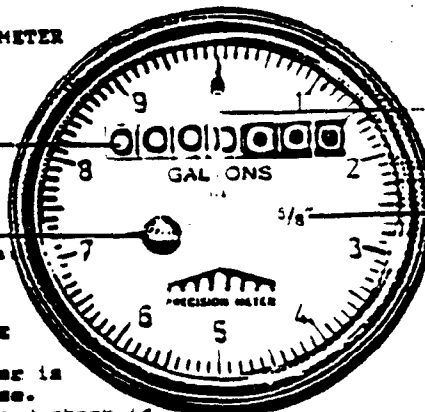
GALLONS

Leak Detector

This triangle tells you
if you have a leak.

HOW TO TELL IF YOU HAVE A LEAK

Make sure all your water is
turned off in your house.
Then go to your meter and check if
this TRIANGLE is moving. If it is moving then you have a leak somewhere
between the meter and your house.



GALLONS
EXAMPLE

This reads-51.
The painted (C)
the end is set
it does not
is included in
reading.

807 KAR 5:006. General rules.

RELATES TO: KRS Chapter 278, 49 CFR Part 192

STATUTORY AUTHORITY: KRS 278.280(2), 49 CFR Part 192

NECESSITY AND FUNCTION: KRS 278.280(2) provides that the Public Service Commission (hereinafter referred to as "commission") shall prescribe rules for the performance of any service or the furnishing of any commodity by any utility. This regulation establishes general rules which apply to electric, gas, water, sewage and telephone utilities. This regulation includes the substance of 807 KAR 5:006, which it repeals.

Section 1. Definitions. (1) "Utility" means a utility as defined in KRS 278.010(3).

(2) "Customer" means any person, firm, corporation or body politic applying for or receiving service from any utility.

Section 2. General Provisions. (1) The adoption of regulations by the commission shall not preclude the commission from altering or amending the same in whole or in part, or from requiring any other or additional service, equipment, facility, or standards, either upon request, or upon its own motion, or upon the application of the utility. No regulation of the commission shall in any way relieve a utility from any of its duties under the laws of Kentucky.

(2) Any reference to standards or codes in commission regulations shall not prohibit utilities employing competent engineers from continuing or initiating experimental work and installations which tend to improve, decrease the cost of, or increase the safety of their service.

Section 3. Reports. (1) Financial and statistical reports. Every utility shall file annually a financial and statistical report upon forms to be furnished by the commission. This report shall be based upon the accounts set up in conformity with the uniform system of accounts for utilities. This report shall be filed on or before March 31, each year, for the preceding calendar year. The forms for this report are hereby incorporated by reference, and may be obtained at the commission's offices at 730 Schenkel Lane, P.O. Box 615, Frankfort, Kentucky, 40602, Monday through Friday between the hours of 8 a.m. and 4:30 p.m. local time. For good cause shown, the executive director of the commission may, upon application in writing, allow a reasonable extension of time for such filing.

(2) Report of meters, customers and refunds. Every gas, electric and water utility shall make periodic reports on forms prescribed by the commission, of meter tests, number of customers and amount of refunds. These forms are hereby incorporated by reference, and may be obtained at the commission's offices at 730 Schenkel Lane, P.O. Box 615, Frankfort, Kentucky, 40602, Monday through Friday between the hours of 8 a.m. and 4:30 p.m. local time.

(3) Report of terminations for nonpayment of bills. Each electric and gas utility shall report annually the number of residential accounts terminated for nonpayment. These reports shall be filed no later than August 15 and shall cover the period ending June 30.

(4) Other reports. Every utility shall make such other reports as the commission may at its discretion from time to time require.

(5) Record and report retention. All records and reports shall be retained in accordance with the uniform system of accounts unless otherwise specified.

(6) Transmittal letter. All reports shall be accompanied by

two (2) copies of a transmittal letter describing the report being furnished.

Section 4. Service Information. (1) The utility shall, on request, give its customers or prospective customers such information as is reasonably possible in order that they may secure safe, efficient and continuous service. The utility shall inform its customers of any change made or proposed in the character of its service which might affect the efficiency, safety or continuity of operation.

(2) Prior to making any substantial change in the character of the service furnished, which would affect the efficiency, adjustment, speed or operation of the equipment or appliance of any customer, the utility shall obtain the approval of the commission. The application shall show the nature of the change to be made, the number of customers affected, and the manner in which they will be affected.

(3) The utility shall inform each applicant for service of each type, class and character of service available at his location.

Section 5. Special Rules or Requirements. (1) No utility shall establish any special rule or requirement without first obtaining the approval of the commission on proper application.

(2) A customer who has complied with commission regulations shall not be denied service for failure to comply with the utility's rules which have not been made effective in the manner prescribed by the commission.

(3) Obtaining easements and rights-of-way necessary to extend service shall be the responsibility of the utility. No utility shall require a prospective customer to obtain easements or rights-of-way on property not owned by the prospective customer as a condition for providing service. The cost of obtaining easements or rights-of-way shall be included in the total per foot cost of an extension, and shall be apportioned among the utility and customer in accordance with the applicable extension regulation.

Section 6. Billings, Meter Readings and Information. (1) Information on bills. Each bill for utility service issued periodically by a utility shall clearly show the following, if applicable: class of service; present and last preceding meter readings; date of the present reading; number of units consumed; meter constant, any; net amount for service rendered; all taxes; any adjustments; and the gross amount of the bill. The date after which a penalty may apply to the gross amount shall be indicated. Estimated or calculated bills shall be distinctly marked as such. The rate schedule under which the bill is computed shall be furnished under one (1) of the following methods:

(a) By printing it on the bill.

(b) By publishing it in a newspaper of general circulation once each year.

(c) By mailing it to each customer once each year.

(d) By providing a place on each bill where a customer may indicate his desire for a copy of the applicable rates. The utility shall mail the customer a copy by return first class mail.

(2) Flat rates. Flat rates for unmetered service shall approximate as closely as possible the utility's rates for metered service. The rate schedule shall clearly set out the basis upon which consumption is estimated.

(3) Bill format. Each utility shall include the billing form to be used by it, or its contents, in its tariffed rules.

(4) Meter readings. Registration of each meter shall read in the same units as used for billing unless a conversion factor is shown on the billing form.

(5) Frequency of meter reading. Each utility, except

prevented by reasons beyond its control, shall read customer meters at least quarterly, except that each utility using customer-read meter information shall read each revenue related meter on its system at least once during each calendar year. Records shall be kept by the utility to insure that this information is available to commission staff and any customer requesting this information. If, due to reasons beyond its control, a utility is unable to read a meter in accordance with this subsection, the utility shall record the date and time the attempt was made, if applicable, and the reason the utility was unable to read the meter.

Section 7. Deposits. (1) **Determination of deposits.** A utility may require from any customer a minimum cash deposit or other guaranty to secure payment of bills, except from those customers qualifying for service reconnection under Section 15 of this regulation. The method of determining the amount of a cash deposit may differ between classes of customers, but shall be uniform for all customers within the same class. The amount of a cash deposit shall be determined by one (1) of the following methods:

(a) **Calculated deposits.** If actual usage data is available for the customer at the same or similar premises, the deposit amount shall be calculated using the customer's average bill for the most recent twelve (12) month period. If actual usage data is not available, the deposit amount shall be based on the average bills of similar customers and premises in the system. Deposit amounts shall not exceed two-twelfths (2/12) of the customer's actual or estimated annual bill where bills are rendered monthly, three-twelfths (3/12) where bills are rendered bimonthly, or four-twelfths (4/12) where bills are rendered quarterly.

(b) **Equal deposits.** The utility may establish an equal deposit amount for each class based on the average bill of customers in that class. Deposit amounts shall not exceed two-twelfths (2/12) of the average bill of customers in the class where bills are rendered monthly, three-twelfths (3/12) where bills are rendered bimonthly, or four-twelfths (4/12) where bills are rendered quarterly.

(c) **Recalculation of deposits.** If the utility will or may retain either an equal or calculated deposit for more than eighteen (18) months, it shall notify customers in writing that, at the customer's request, the deposit will be recalculated every eighteen (18) months based on actual usage of the customer. The notice of deposit recalculation shall be included either on the customer's application for service or on the receipt of deposit, or may be included annually with or on customer bills. The notice of deposit recalculation shall state that if the deposit on account differs by more than ten (10) dollars for residential customers, or by more than ten (10) percent for nonresidential customers, from the deposit calculated on actual usage, then the utility shall refund any over-collection and may collect any underpayment. Refunds shall be made either by check or by credit to the customer's bill, except that a utility shall not be required to refund any excess deposit if the customer's bill is delinquent at the time of recalculation.

(2) **Waiver of deposits.** Deposits may be waived at the discretion of the utility in accordance with its currently effective tariff based upon a customer's showing of satisfactory credit and payment history.

(3) **Additional deposit requirement.** If a deposit has been waived, as allowed in subsection (2) of this section, or has been returned and the customer fails to maintain a satisfactory payment record as defined in the utility's currently effective tariff, the utility may require that a deposit be made. If substantial

change in usage has occurred, the utility may require that additional deposit be made. No additional or subsequent deposit shall be required of residential customers whose payment record is satisfactory, unless the customer's classification of service changes, except as provided in subsection (1)(c) of this section.

(4) **Receipt of deposit.** The utility shall issue to each customer from whom a deposit is collected a receipt of deposit. The receipt shall show the name of the customer, location of service or customer account number, date, and amount of deposit. If the notice of recalculation described in subsection (1)(c) of this section is not included in the utility's application for service or mailed with customer bills, the receipt of deposit shall contain the notification. If deposit amounts change, the utility shall issue a new receipt of deposit to the customer.

(5) **Deposits as a condition of service.** Except as otherwise provided by Section 15 of this regulation, customer service shall not be refused or discontinued pursuant to Section 14 of this regulation if payment of requested deposits is not made.

(6) **Interest on deposits.** Interest shall accrue on all deposits at the rate prescribed by law, beginning on the date of deposit. Interest accrued shall be refunded to the customer or credited to the customer's bill on an annual basis, except that a utility shall not be required to refund or credit interest on deposits if the customer's bill is delinquent on the anniversary of the deposit date. All interest that has accrued as of the effective date of this regulation shall be refunded or credited to the customer's bill on the first anniversary of the deposit date after the effective date of this regulation. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit, payment or credit shall be on a prorated basis. Upon termination of service, the deposit, any principal amounts, and interest earned and owing shall be credited to the final bill with the remainder refunded to the customer.

(7) **Tariff requirements.** Each utility which chooses to require deposits shall establish and include in its filed tariff the deposit policy to be utilized. This policy shall include:

(a) The method by which deposit amounts will be determined for each customer class;

(b) Standard criteria for determining when a deposit will be required or waived;

(c) The deposit amount for each customer class if the method in subsection (1)(b) of this section is used;

(d) The period of time the utility will retain the deposit, the conditions under which the utility will refund the deposit, or if applicable;

(e) The manner in which interest on deposits will be calculated and accrued and refunded or credited to customer bills.

Section 8. Special Charges. (1) A utility may make special nonrecurring charges to recover customer-specific costs incurred which would otherwise result in monetary loss to the utility, increased rates to other customers to whom no benefits accrue from the service provided or action taken. Any utility desiring to establish or change any special nonrecurring charge shall obtain for commission approval of such charge in accordance with the provisions of 807 KAR 5:011, Section 10.

(2) Special charges shall be included in the utility's tariff and applied uniformly throughout the area served by the utility. Special charges shall relate directly to the service performed or action taken and shall yield only enough revenue to pay the expenses incurred in rendering the service.

(3) Special charges may include, but are not limited to:

(a) **Turn-on charge.** A turn-on charge may be assessed for a new service turn on, seasonal turn on or temporary service

turn-on charge shall not be made for initial installation of service where a tap fee is applicable.

(b) Reconnect charge. A reconnect charge may be assessed to reconnect a service which has been terminated for nonpayment of bills or violation of the utility's rules or commission regulations. Customers qualifying for service reconnection under Section 15 of this regulation shall be exempt from reconnect charges.

(c) Termination or field collection charge. A charge may be assessed when a utility representative makes a trip to the premises of a customer for the purpose of terminating service. The charge may be assessed if the utility representative actually terminates service or if, in the course of the trip, the customer pays the delinquent bill to avoid termination. The charge may also be made if the utility representative agrees to delay termination based on the customer's agreement to pay the delinquent bill by a specific date. The utility may make a field collection charge only once in any billing period.

(d) Special meter reading charge. This charge may be assessed when a customer requests that a meter be reread, and the second reading shows the original reading was correct. No charge shall be assessed if the original reading was incorrect. This charge may also be assessed when a customer who reads his own meter fails to read the meter for three (3) consecutive months, and it is necessary for a utility representative to make a trip to read the meter.

(e) Meter resetting charge. A charge may be assessed for resetting a meter if the meter has been removed at the customer's request.

(f) Meter test charge. This charge may be assessed if a customer requests the meter be tested pursuant to Section 18 of this regulation, and the tests show the meter is not more than two (2) percent fast. No charge shall be made if the test shows the meter is more than two (2) percent fast.

(g) Returned check charge. A returned check charge may be assessed if a check accepted for payment of a utility bill is not honored by the customer's financial institution.

(h) Late payment penalty. A penalty may be assessed if a customer fails to pay a bill for services by the due date shown on the customer's bill. The penalty may be assessed only once on any bill for rendered services. Any payment received shall first be applied to the bill for service rendered. Additional penalty charges shall not be assessed on unpaid penalty charges.

Section 9. Customer Complaints to the Utility. Upon complaint to the utility by a customer at the utility's office, by telephone or in writing, the utility shall make a prompt and complete investigation and advise the complainant of its findings. The utility shall keep a record of all written complaints concerning its service. This record shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition of the complaint. Records shall be maintained for two (2) years from the date of resolution of the complaint. If a written complaint or a complaint made in person at the utility's office is not resolved, the utility shall provide written notice to the complainant of his right to file a complaint with the commission, and shall provide him with the address and telephone number of the commission. If a telephonic complaint is not resolved, the utility shall provide at least oral notice to the complainant of his right to file a complaint with the commission and the address and telephone number of the commission.

Section 10. Bill Adjustment for Gas, Electric and Water Utilities. (1) If upon periodic test, request test, or complaint test a meter in service is found to be more than two (2) percent fast,

additional tests shall be made to determine the average error of the meter. Said tests shall be made in accordance with commission regulations applicable to the type of meter involved.

(2) If test results on a customer's meter show an average error greater than two (2) percent fast or slow, or if a customer has been incorrectly billed for any other reason, except in an instance where a utility has filed a verified complaint with the appropriate law enforcement agency alleging fraud or theft by a customer, the utility shall immediately determine the period during which the error has existed, and shall recompute and adjust the customer's bill to either provide a refund to the customer or collect an additional amount of revenue from the underbilled customer. The utility shall readjust the account based upon the period during which the error is known to have existed. If the period during which the error existed cannot be determined with reasonable precision, the time period shall be estimated using such data as elapsed time since the last meter test, if applicable, and historical usage data for the customer. If that data is not available, the average usage of similar customer loads shall be used for comparison purposes in calculating the time period. If the customer and the utility are unable to agree on an estimate of the time period during which the error existed, the commission shall determine the issue. In all instances of customer overbilling, the customer's account shall be credited or the overbilled amount refunded at the discretion of the customer within thirty (30) days after final meter test results. A utility shall not require customer repayment of any underbilling to be made over a period shorter than a period coextensive with the underbilling.

(3) Monitoring usage. Each utility shall monitor customers' usage at least annually according to procedures which shall be included in its tariff on file with the commission. The procedures shall be designed to draw the utility's attention to unusual deviations in a customer's usage and shall provide for reasonable means by which the utility can determine the reasons for the unusual deviation. If a customer's usage is unduly high and the deviation is not otherwise explained, the utility shall test the customer's meter to determine whether the meter shows an average error greater than two (2) percent fast or slow.

(4) Usage investigation. If the utility's procedure for monitoring usage indicates that an investigation of a customer's usage is necessary, the utility shall notify the customer in writing either during or immediately after the investigation of the reasons for the investigation, and of the findings of the investigation. If knowledge of a serious situation requires more expeditious notice, the utility shall notify the customer by the most expedient means available.

(5) Customer notification. If a meter is tested and it is found necessary to make a refund or back bill a customer, the customer shall be notified in substantially the following form:

On _____, 19____, the meter bearing identification No. _____ installed in your building located at _____ (Street and Number) in _____ (city) was tested at _____ (on premises or elsewhere) and found to register _____ (percent fast or slow). The meter was tested on _____ (Periodic, Request, Complaint) test.

Based upon this we herewith _____ (charge or credit) with the sum of \$ _____, which amount has been noted on your regular bill. If you desire a cash refund, rather than a credit to your account, of any amount overbilled, you must notify this office in writing within seven (7) days of the date of this notice.

(6) Customer accounts shall be considered to be current while a dispute is pending pursuant to this section, as long as a customer continues to make payments for the disputed period in accordance with historic usage, or if that data is not available, the average usage of similar customer loads, and stays current on subsequent bills.

Section 11. Status of Customer Accounts During Billing Dispute. With respect to any billing dispute to which Section 10 of this regulation does not apply, customer accounts shall be considered to be current while the dispute is pending as long as a customer continues to make undisputed payments and stays current on subsequent bills.

Section 12. Customer's Request for Termination of Service.

(1) Any customer desiring service terminated or changed from one address to another shall give the utility three (3) working days' notice in person, in writing, or by telephone, provided such notice does not violate contractual obligations or tariff provisions. The customer shall not be responsible for charges for service beyond the three (3) day notice period if the customer provides reasonable access to the meter during the notice period. If the customer notifies the utility of his request for termination by telephone, the burden of proof is on the customer to prove that service termination was requested if a dispute arises.

(2) Upon request that service be reconnected at any premises subsequent to the initial installation or connection to its service lines, the utility may, subject to subsection (3) of this section, charge the applicant a reconnect fee set out in its filed tariff.

(3) Any utility desiring to establish a termination or reconnection charge under the provisions of subsection (2) of this section, shall apply for commission approval of such charge in accordance with the provisions of 807 KAR 5:011, Section 10.

Section 13. Utility Customer Relations. (1) A utility shall post and maintain regular business hours and provide representatives available to assist its customers.

(a) Available telephone numbers. Each utility shall maintain a telephone, shall publish the telephone number in all service areas, and shall permit all customers to contact the utility's designated representative without charge.

(b) Designated representatives. Each utility shall designate at least one (1) representative to be available to answer customer questions, resolve disputes and negotiate partial payment plans at the utility's office. The designated representative shall be knowledgeable of the commission's regulations regarding customer bills and service and shall be authorized to negotiate and accept partial payment plans.

1. Each major gas or electric utility (as defined by the Uniform System of Accounts) and each water and sewer utility having annual operating revenues of \$250,000 or more shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, five (5) days per week, excluding holidays.

2. Each nonmajor gas or electric utility (as defined by the Uniform System of Accounts) and each water or sewer utility having annual operating revenues of less than \$250,000 shall make the designated representative available during the utility's established working hours not fewer than seven (7) hours per day, one (1) day per week. Additionally, during the months of November through March, each previously defined nonmajor utility providing gas or electric service shall make available the designated representative during the utility's established working hours not fewer than five (5) days per week.

(c) Display of customer rights. Each utility shall prominently display in each office in which payment is received a summary, to be prepared and provided by the commission, of the customer's rights under this section and Section 15 of this regulation. If a customer indicates to any utility personnel that he is experiencing difficulty in paying a current utility bill, that employee shall refer the customer to the designated representative for explanation of the customer's rights.

(d) Utility personnel training. The chief operating officer of each electric and gas utility providing service to residential customers shall be required to certify each year the training of utility personnel assigned to counsel persons presenting themselves for utility service under the provisions of this section. Training is hereby defined as an annual review of commission regulations and policies regarding winter hardship and disconnect regulations, Cabinet for Human Resources policy and programs for issuing certificates of need, and the utility's policies regarding collection, arrears repayment plans, budget billing procedures, and weather/health disconnect policies. Certification is defined as written notice to the commission by no later than October 31 of each year identifying the personnel trained, the date training occurred, and that the training met the requirements of this section.

(2) Partial payment plans. Each utility shall negotiate and accept reasonable partial payment plans at the request of residential customers who have received a termination notice for failure to pay as provided in Section 14 of this regulation, except that a utility is not required to negotiate a partial payment plan with a customer who is delinquent under a previous partial payment plan. Partial payment plans shall be mutually agreed upon and subject to the conditions in this section and Section 14 of this regulation. Partial payment plans which extend for a period longer than thirty (30) days shall be in writing and shall advise customers that service may be terminated without additional notice if the customer fails to meet the obligations of the plan.

(a) Budget payment plans for gas and electric utilities. Each gas and electric utility shall develop and offer to its residential customers a budget payment plan based on historical or estimated usage whereby a customer may elect to pay a fixed amount each month in lieu of monthly billings based on actual usage. Under such plans, utilities shall issue bills which adjust accounts so as to bring each participating customer current once each twelve (12) month period. The customer's account may be adjusted at the end of the twelve (12) month period or through a series of leveled adjustments on a monthly basis if usage indicates that the account will not be current upon payment of the last budget amount. Budget payment plans shall be offered to residential customers but may be extended to other classes of customers. The provisions of the budget plan shall be included in the utility's tariffed rules. The utility shall provide information to its customers regarding the availability of such budget payment plans.

(b) Partial payment plans for customers with medical certificates or certificates of need. For customers presenting certificates under the provisions of Sections 14(3) and 15 of this regulation, gas and electric utilities shall negotiate partial payment plans based upon the customer's ability to pay requiring accounts to become current not later than the following October 15. Such plans may include, but are not limited to budget payment plans and plans that defer payment of a portion of the arrearage until after the end of the heating season through a schedule of unequal payments.

(3) Utility inspections of service conditions prior to providing service. Each electric, gas, water and sewer utility shall inspect

the condition of the meter and service connections before making service connections to a new customer so that prior or fraudulent use of the facilities will not be attributed to the new customer. The new customer shall be afforded the opportunity to be present at such inspections. The utility shall not be required to render service to any customer until any defects in the customer-owned portion of the service facilities have been corrected.

(4) Prompt connection of service. Except as provided in Section 15 of this regulation, the utility shall reconnect existing service within twenty-four (24) hours, and shall install and connect new service within seventy-two (72) hours, when the cause for refusal or discontinuance of service has been corrected and the utility's tariffed rules and commission regulations have been met.

(5) Advance termination notice. When advance termination notice is required, the termination notice shall be mailed or otherwise delivered to the last known address of the customer. The termination notice shall be in writing, distinguishable and separate from any bill. The termination notice shall plainly state the reason for termination, that the termination date will not be affected by receipt of any subsequent bill, and that the customer has the right to dispute the reasons for termination. The termination notice shall also comply with the applicable requirements of Section 14 of this regulation.

Section 14. Refusal or Termination of Service. (1) A utility may refuse or terminate service to a customer only under the following conditions except as provided in subsections (2), (3) and (4) of this section:

(a) For noncompliance with the utility's tariffed rules or commission regulations. A utility may terminate service for failure to comply with applicable tariffed rules or commission regulations pertaining to that service. However, no utility shall terminate or refuse service to any customer for noncompliance with its tariffed rules or commission regulations without first having made a reasonable effort to obtain customer compliance. After such effort by the utility, service may be terminated or refused only after the customer has been given at least ten (10) days written termination notice pursuant to Section 13(5) of this regulation.

(b) For dangerous conditions. If a dangerous condition relating to the utility's service which could subject any person to imminent harm or result in substantial damage to the property of the utility or others, is found to exist on the customer's premises, the service shall be refused or terminated without advance notice. The utility shall notify the customer immediately in writing and, if possible, orally of the reasons for the termination or refusal. Such notice shall be recorded by the utility and shall include the corrective action to be taken by the customer or utility before service can be restored or provided. However, if the dangerous condition, such as gas piping or a gas-fired appliance, can be effectively isolated or secured from the rest of the system, the utility need discontinue service only to the affected piping or appliance.

(c) For refusal of access. When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance or removal of utility property, the utility may terminate or refuse service. Such action shall be taken only when corrective action negotiated between the utility and customer has failed to resolve the situation and after the customer has been given at least ten (10) days' written notice of termination pursuant to Section 13(5) of this regulation.

(d) For outstanding indebtedness. Except as provided in Section 15 of this regulation, a utility shall not be required to

furnish new service to any customer who is indebted to the utility for service furnished or other tariffed charges until that customer has paid his indebtedness.

(e) For noncompliance with state, local or other codes. A utility may refuse or terminate service to a customer if the customer does not comply with state, municipal or other codes, rules and regulations applying to such service. A utility may terminate service pursuant to this subsection only after ten (10) days' written notice is provided pursuant to Section 13(5) of this regulation, unless ordered to terminate immediately by a governmental official.

(f) For nonpayment of bills. A utility may terminate service at a point of delivery for nonpayment of charges incurred for utility service at that point of delivery; however, no utility shall terminate service to any customer for nonpayment of bills for any tariffed charge without first having mailed or otherwise delivered an advance termination notice which complies with the requirements of Section 13(5) of this regulation.

1. Termination notice requirements for electric or gas service. Each electric or gas utility proposing to terminate customer service for nonpayment shall mail or otherwise deliver to that customer ten (10) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty-seven (27) days after the mailing date of the original unpaid bill. The termination notice to residential customers shall include written notification to the customer of the existence of local, state and federal programs providing for the payment of utility bills under certain conditions, and of the address and telephone number of the Department for Social Insurance of the Cabinet for Human Resources to contact for possible assistance.

2. Termination notice requirements for water, sewer, or telephone service. Each water, sewer, or telephone utility proposing to terminate customer service for nonpayment shall mail or otherwise deliver to that customer five (5) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty (20) days after the mailing date of the original unpaid bill.

3. The termination notice requirements of this subsection shall not apply if termination notice requirements to a particular customer or customers are otherwise dictated by the terms of a special contract between the utility and customer which has been approved by the commission.

(g) For illegal use or theft of service. A utility may terminate service to a customer without advance notice if it has evidence that a customer has obtained unauthorized service by illegal use or theft. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the customer's right to challenge the termination by filing a formal complaint with the commission. This right of termination is separate from and in addition to any other legal remedies which the utility may pursue for illegal use or theft of service. The utility shall not be required to restore service until the customer has complied with all tariffed rules of the utility and laws and regulations of the commission.

(2) A utility shall not terminate service to a customer if the following conditions exist:

(a) If payment for services is made. If, following receipt of a termination notice for nonpayment but prior to the actual termination of service, there is delivered to the utility office payment of the amount in arrears, service shall not be terminated.

(b) If a payment agreement is in effect. Service shall not be terminated for nonpayment if the customer and the utility have entered into a partial payment plan in accordance with Section

13 of this regulation and the customer is meeting the requirements of the plan.

(c) If a medical certificate is presented, Service shall not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse or public health officer certifies in writing that termination of service will aggravate a debilitating illness or infirmity on the affected premises. A utility may refuse to grant consecutive extensions for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan in accordance with Section 13 of this regulation. A utility shall not require a new deposit from a customer to avoid termination of service for a thirty (30) day period who presents to the utility a medical certificate certified in writing by a physician, registered nurse or public health officer.

(3) A gas or electric utility shall not terminate service for thirty (30) days beyond the termination date if the Kentucky Cabinet for Human Resources (or its designee) certifies in writing that the customer is eligible for the cabinet's energy assistance program or household income is at or below 130 percent of the poverty level, and the customer presents such certificate to the utility. Customers eligible for such certification from the Cabinet for Human Resources shall have been issued a termination notice between November 1 and March 31. Certificates shall be presented to the utility during the initial ten (10) day termination notice period. As a condition of the thirty (30) day extension, the customer shall exhibit good faith in paying his indebtedness by making a present payment in accordance with his ability to do so. In addition, the customer shall agree to a repayment plan in accordance with Section 13 of this regulation which will permit the customer to become current in the payment of his bill as soon as possible but not later than October 15. A utility shall not require a new deposit from a customer to avoid termination of service for a thirty (30) day period who presents a certificate to the utility certified by the Kentucky Cabinet for Human Resources (or its designee) that the customer is eligible for the cabinet's Energy Assistance Program or whose household income is at or below 130 percent of the poverty level.

Section 15. Winter Hardship Reconnection. (1) Notwithstanding the provisions of Section 13(4) of this regulation to the contrary, an electric or gas utility shall reconnect service to a residential customer who has been disconnected for nonpayment of bills pursuant to Section 14(1)(f) of this regulation prior to application for reconnection, and who applies for such reconnection during the months from November through March if the customer or his agent:

(a) Presents a certificate of need from the Cabinet for Human Resources, Department for Social Insurance, including a certification that a referral for weatherization services has been made in accordance with subsection (3) of this section;

(b) Pays one-third (1/3) of his outstanding bill or \$200, whichever is less; and

(c) Agrees to a repayment schedule which would permit the customer to become current in the payment of his electric or gas bill as soon as possible but no later than October 15. However, if, at the time of application for reconnection, the customer has an outstanding bill in excess of \$600 and agrees to a repayment plan that would pay current charges and makes a good faith reduction in the outstanding bill consistent with his ability to pay, then such plan shall be accepted. In addition to payment of current charges, repayment schedules shall provide an option to the customer to select either one (1) payment of arrearages per month or more than one (1) payment of arrearages per month.

(d) A utility shall not require a new deposit from a customer

whose service is reconnected due to paragraphs (a), (b) or (c) of this subsection.

(2) Certificate of need for reconnection. Federal and statewide energy assistance programs are administered by the Kentucky Cabinet for Human Resources, Department for Social Insurance. A customer who is eligible for energy assistance under the department's guidelines or is certified as being in genuine financial need, which is defined as any household with gross income at or below 130 percent of the poverty level, may obtain a certificate of need from the department to be used in obtaining a service reconnection from the utility.

(3) Weatherization program. Customers obtaining a certificate of need under this regulation shall agree to accept referral to and utilize weatherization services which are administered by the Cabinet for Human Resources. The provision and acceptance of weatherization services is contingent on the availability of funds and other program guidelines. Weatherization services include, but are not limited to, weather stripping, insulation and caulking.

(4) Customers who are current in their payment plans under subsection 1(c) of this section shall not be disconnected.

Section 16. Meter Testing. (1) All electric, gas and water utilities furnishing metered service shall provide meter standards and test facilities, as more specifically set out under 807 KAR 5:022, 807 KAR 5:041 and 807 KAR 5:066. Before being installed for use by any customer, all electric, gas and water meters shall be tested and in good working order and shall be adjusted as close to the optimum operating tolerance as possible, as more specifically set out in 807 KAR 5:022, Section 8(3)(a), 807 KAR 5:041, Section 17(1)(a)-(c) and 807 KAR 5:066, Section 15(2)(a)-(b).

(2) A utility may have all or part of its testing of meters performed by another utility or agency approved by the commission for that purpose. Each utility having tests made by another agency or utility shall notify the commission of those arrangements in detail to include make, type and serial number of standards used to make the checks or tests.

(3) No utility shall place in service any basic measurement standard required by these rules unless the calibration has been approved by the commission. All utilities or agencies making tests or checks for utility purposes shall notify the commission promptly of the adoption or deletion of any basic standards requiring commission approval of the calibration.

(4) Each electric, gas and water utility or agency doing meter testing for a utility shall have in its employ meter testers certified by the commission. These certified meter testers shall perform tests as necessary to determine the accuracy of the utility's meters and to adjust the utility's meters to the degree of accuracy required by commission regulations.

(5) A utility or agency desiring to have its employees certified as meter testers shall submit the names of applicants on the commission's form entitled "Application for Appointment of Meter Testers", and after compliance with the requirements noted in this form, the applicant may be certified as a meter tester and furnished with a card authorizing him to perform meter tests. This form is hereby incorporated by reference, and may be obtained at the commission's offices at 730 Schenkel Lane, Frankfort, Kentucky, on Monday through Friday between the hours of 8 a.m. and 4:30 p.m. local time.

(6) A utility or agency may employ apprentices in training for certification as meter testers. The apprentice period shall be a minimum of six (6) months, after which the meter tester apprentice shall comply with subsection (5) of this section. All tests performed during this period by an apprentice shall be witnessed

by a certified meter tester.

Section 17. Meter Test Records. (1)(a) A complete record of all meter tests and adjustments and data sufficient to allow checking of test calculations shall be recorded by the meter tester. Such record shall include: information to identify the unit and its location; date of tests; reason for such tests; readings before and after test; statement of "as found" and "as left" accuracies sufficiently complete to permit checking of calculations employed; notations showing that all required checks have been made; statement of repairs made, if any; identifying number of the meter; type and capacity of the meter; and the meter constant.

(b) The complete record of tests of each meter shall be continuous for at least two (2) periodic test periods and shall in no case be less than two (2) years.

(2) Historical records. Each utility shall keep numerically arranged and properly classified records for each meter owned, used and inventoried by the utility. The identification number, date of purchase, name of manufacturer, serial number, type, rating, and name and address of each customer on whose premises the meter has been in service with date of installation and removal shall be included in the records. These records shall also contain condensed information concerning all tests and adjustments including dates and general results of such adjustments. The records shall reflect the date of the last test and indicate the proper date for the next periodic test required by the applicable commission regulation.

(3) Sealing of meters. Upon completion of adjustment and test of any meter pursuant to commission regulations, the utility shall affix to the meter a suitable seal in such a manner that adjustments or registration of the meter cannot be altered without breaking the seal.

(4) A utility may store any or all of the meter test and historical data described or required in subsections (1) and (2) of this section in a computer storage and retrieval system upon notification to the commission. If a utility elects to use a computer storage and retrieval system, a back-up copy of the identical information shall be retained.

Section 18. Request Tests. (1) Each utility shall make a test of any meter upon written request of any customer if the request is not made more frequently than once each twelve (12) months. The customer shall be given the opportunity to be present at the request tests. If the tests show that the meter was not more than two (2) percent fast, the utility may make a reasonable charge for the test. The amount of the charge shall be approved by the commission and set out in the utility's filed tariff.

(2) After having first obtained a test from the utility, any customer of the utility may request a meter test by the commission upon written application. Such request shall not be made more frequently on one (1) meter than once each twelve (12) months.

Section 19. Access to Property. The utility shall at all reasonable hours have access to meters, service connections and other property owned by it and located on customer's premises for purposes of installation, maintenance, meter reading, operation, replacement or removal of its property at the time service is to be terminated. Any employee of the utility whose duties require him to enter the customer's premises shall wear a distinguishing uniform or other insignia, identifying him as an employee of the utility, or show a badge or other identification which will identify him as an employee of the utility.

Section 20. Pole Identification. (1) Each utility owning poles

or other structures supporting its wires, shall mark every pole or structure located within a built-up community with the initials or other distinguishing mark by which the owner of every such structure can be readily determined. For the purpose of this rule the term "built-up community" shall mean urban areas and those areas immediately adjacent thereto.

(2) Identification marks may be of any type but shall be of a permanent material and shall be easily read from the ground at a distance of six (6) feet from the structure.

(3) If utilities' structures are located outside of a built-up community, at least every tenth structure shall be marked as set forth in subsection (2) of this section.

(4) All junction structures shall bear the identification mark and structure number of the owner.

(5) Poles need not be marked if they are clearly and unmistakably identifiable as the property of the utility.

(6) Each utility shall either number its structures and maintain a numbering system or use some other method of identification so that each structure in the system can be easily identified.

Section 21. Cable Television Pole Attachments and Conduit Use. (1) Each utility owning poles or other facilities supporting its wires shall permit cable television system operators who have all necessary licenses and permits to attach cables to poles and to use facilities, as customers, for transmission of signals to their patrons.

(2) The tariffs of the utility shall set forth the rates, terms and conditions under which the utility's facilities may be used.

(3) With respect to a complaint before the commission in any individual matter concerning cable television pole attachments final action shall be taken on the matter within a reasonable time, but no later than 360 days after filing of the complaint.

Section 22. System Maps and Records. (1) Each utility shall have on file at its principal office located within the state and shall file upon request with the commission a map or maps of suitable scale of the general territory it serves or holds itself ready to serve showing the following:

(a) Operating districts.

(b) Rate districts.

(c) Communities served.

(d) Location and size of transmission lines, distribution lines and service connections.

(e) Location and layout of all principal items of plant.

(f) Date of construction of all items of plant by year and month.

(2) In each division or district office there shall be available information relative to the utility's system that will enable the local representative to furnish necessary information regarding the rendering of service to existing and prospective customers.

(3) In lieu of showing the above information on maps, a card record or other suitable means may be used. For all construction the records shall also show the date of construction by month and year.

Section 23. Location of Records. All records required by commission regulations shall be kept in the office of the utility and shall be made available to representatives, agents or staff of the commission upon reasonable notice at all reasonable hours.

Section 24. Safety Program. Each utility shall adopt and execute a safety program, appropriate to the size and type of its operations. At a minimum, the safety program shall:

(1) Establish a safety manual with written guidelines for safe working practices and procedures to be followed by utility employees.

(2) Instruct employees in safe methods of performing their work.

(3) Instruct employees who, in the course of their work, are subject to the hazard of electrical shock, asphyxiation or drowning, in accepted methods of artificial respiration.

Section 25. Inspection of Systems. (1) Each utility shall adopt inspection procedures to assure safe and adequate operation of its facilities and compliance with commission rules and regulations. These procedures shall be filed with the commission for review.

(2) Upon receipt of a report of a potentially hazardous condition at any utility facility made by a qualified employee, public official, or customer, the utility shall inspect all portions of the system which are the subject of the report.

(3) Appropriate records shall be kept by each utility to identify the inspection made, deficiencies found and action taken to correct the deficiencies.

(4) Electric utility inspection. Each electric utility shall make systematic inspections of its system in the manner set out below to insure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently than is set forth below for various classes of facilities and types of inspection.

(a) As a part of operating procedure, each utility shall continuously monitor and inspect all production facilities regularly operated and manned.

(b) At intervals not to exceed six (6) months, the utility shall inspect:

1. Unmanned production facilities, including peaking units not on standby status, and all monitoring devices, for any evidence of abnormality.

2. Substations where the primary voltage is sixty-nine (69) KV or greater, for damage to or deterioration of components including structures, fences, gauges monitoring devices.

3. Underground network transformers and network protectors in vaults located in buildings or under sidewalks, for leaks, condition of case, connections, temperature and overloading.

4. Electric lines operating at sixty-nine (69) KV or greater, including insulators, conductors, and supporting facilities, for damage or deterioration.

(c) At intervals not to exceed one (1) year, the utility shall inspect:

1. Production facilities maintained on a standby status. Except for remotely controlled facilities, all production facilities shall also be thoroughly inspected.

2. Substations with primary voltage of fifteen (15) to sixty-eight (68) KV.

(d) At intervals not to exceed two (2) years, the utility shall inspect electric lines operating at voltages of less than sixty-nine (69) KV, including insulators, conductors and supporting facilities.

(e) The utility shall inspect other facilities as follows.

1. Utility buildings shall be inspected for compliance with safety codes at least annually.

2. Construction equipment shall be inspected for defects, wear and operational hazards at least quarterly.

(f) Aerial inspections shall not be used as the sole basis for evidence of compliance with commission regulations.

(5) Gas utility inspection. Each gas utility shall make systematic inspections of its system to insure that the commission's safety requirements are being met. These inspections

shall be made as often as necessary but not less frequently than is prescribed or recommended by the Department of Transportation, 49 CFR Part 192 Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, for the various classes of facilities.

(a) The following maximum time intervals are prescribed for certain inspections provided for in 49 CFR Part 192 Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, with respect to which intervals are not specified, and for certain additional inspections not provided for in such code.

1. At intervals not to exceed every fifteen (15) months but at least once each calendar year, the utility shall inspect and visually examine:

a. Production wells, storage wells, and well equipment, including their exterior components.

b. Pressure limiting stations, relief devices, pressure regulating stations, and vaults.

c. Accessibility of the curb box and valve on a service line.

2. The utility shall inspect other facilities as follows:

a. Utility buildings shall be inspected for compliance with safety codes at least annually.

b. Construction equipment under the control of the utility shall be inspected for defects, wear and operational hazards at least quarterly.

(b) At intervals not to exceed the periodic meter test intervals, individual residential customer service regulators, vents and relief valve vents shall be checked for satisfactory operation.

(c) At intervals not to exceed the periodic meter test intervals, the curb box and valve on the service line shall be inspected for operable condition.

(d) Aerial inspections shall not be used as the sole basis for evidence of compliance with commission regulations.

(6) Water utility inspections. Each water utility shall make systematic inspections of its system in the manner set out below to insure that the commission's safety requirements are being met. These inspections shall be made as often as necessary but not less frequently than is set forth below for various classes of facilities and types of inspection.

(a) The utility shall annually inspect all structures pertaining to source of supply for their safety and physical and structural integrity, including dams, intakes, and traveling screens. The utility shall semiannually inspect supply wells, their motors and structures, including electric power wiring and controls for proper and safe operation.

(b) The utility shall annually inspect all structures pertaining to purification for their safety, physical and structural integrity and for leaks, including sedimentation basins, filters, and clear wells; chemical feed equipment; pumping equipment and water storage facilities, including electric power wiring and controls; hydrants, mains, and valves.

(c) The utility shall monthly inspect construction equipment and vehicles for defects, wear, operational hazards, lubrication, and safety features.

(7) Telephone utility inspection. Each telephone utility shall make systematic inspections of its system in the manner set out below to insure that the commission's safety requirements are being met. Such inspections shall be made as often as necessary but not less frequently than is set forth below for various classes of facilities and types of inspection.

(a) The utility shall inspect aerial plant for electrical hazards, proper clearance for electric facilities and climbing safety every two (2) years.

(b) The utility shall inspect underground plant for presence of gas, proper clearance from electric facilities and safe working

conditions at least annually.

(c) The utility shall inspect utility-provided station equipment and connections for external electrical hazards, damaged instruments or wiring, appropriate protection from lightning and safe location of equipment and wiring when on a customer's premises.

(d) The utility shall inspect utility buildings for compliance with safety codes at least annually.

(e) The utility shall inspect construction equipment for defects, wear and operational hazards at least quarterly.

(f) Aerial inspections shall not be used as the sole basis for evidence of compliance with commission regulations.

(g) Sewage utility inspection. Each sewage utility shall make systematic inspections of its system in the manner set out below to insure that the commission's safety requirements are being met. Such inspections shall be made as often as necessary but not less frequently than is set out below for the various types of inspections, or as otherwise required in 807 KAR 5:071.

(a) The utility shall annually inspect collecting sewers and manholes on a scheduled basis unless conditions warrant more frequent inspections.

(b) The utility shall weekly inspect all mechanical equipment unless otherwise authorized by the commission.

Section 26. Reporting of Accidents, Property Damage or Loss of Service. (1) Within two (2) hours following discovery each utility, other than a natural gas utility, shall notify the commission by telephone or electronic mail of any utility related accident which results in:

(a) Death; or shock or burn requiring medical treatment at a hospital or similar medical facility, or any accident requiring inpatient overnight hospitalization;

(b) Actual or potential property damage of \$25,000 or more; or

(c) Loss of service for four (4) or more hours to ten (10) percent or 500 or more of the utility's customers, whichever is less.

(2) A summary written report shall be submitted by the utility to the commission within seven (7) calendar days of the utility related accident.

(3) Natural gas utilities shall report utility related accidents in accordance with the provisions of 807 KAR 5:027.

Section 27. Deviations from Regulation. In special cases, for good cause shown, the commission may permit deviations from this regulation.

Section 28. 807 KAR 5:008, Winter hardship reconnection of residential electric and gas service, is hereby repealed. (8 Ky.R. 791; Am. 961; 1137; eff. 4-7-82; 9 Ky.R. 217; 473; eff. 8-25-82; 11 Ky.R. 790; 1048; eff. 1-7-85; 12 Ky.R. 967; 1343; 1510; eff. 2-4-86; 18 Ky.R. 1953; 2554; eff. 2-26-92.)

CUSTOMER BILL OF RIGHTS

As a residential customer of a regulated public utility in Kentucky, you are guaranteed the following rights subject to Kentucky Revised Statutes and the provisions of the Kentucky Public Service Commission Administrative Regulations:

- You have the right to service, provided you (or a member of your household whose debt was accumulated at your address) are not indebted to the utility.
- You have the right to inspect and review the utility's rates and tariffed operating procedures during the utility's normal office hours.
- You have the right to be present at any routine utility inspection of your service conditions.
- You must be provided a separate, distinct disconnect notice alerting you to a possible disconnection of your service if payment is not received.
- You have the right to dispute the reasons for any announced termination of your service.
- You have the right to negotiate a partial payment plan when your service is threatened by disconnection for non-payment.
- You have the right to maintain your utility service for up to thirty (30) days upon presentation of a medical certificate issued by a health official.
- You have the right to prompt (within 24 hours) restoration of your service when the cause for discontinuance of the service has been corrected.
- You have the right to contact the Public Service Commission regarding any dispute that you have been unable to resolve with your utility (Call Toll Free 1-800-772-4636).